

**Landmark 416**  
**Caller ID Type II Four**  
**Line Telephone**  
**INSTRUCTION**  
**MANUAL**  
**(Model LM416)**



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***THANK YOU FOR PURCHASING THE  
LM416 CALLER ID TYPE II FOUR LINE  
TELEPHONE.***

We want you to know all about your new telephone, how to install it, the features it provides, and the services you can expect from its use. We have included this information in your Owner's Instruction Manual. The LM416 is a 4-Line Telephone or part of a 4-Line system consisting of up to 16 stations of LM416's. It has 4 Line buttons, Intercom, Conference, Page, Transfer, Mute, Headset, Flash, Redial, Hold, Voice Mail, Menu buttons, 5 Memory Dial buttons, 40 Number Personal Directory, Type II Caller ID, Speakerphone, and 2.5mm/RJ Headset Jack.

# PLEASE READ BEFORE INSTALLING AND USING YOUR NEW TELEPHONE EQUIPMENT.

## IMPORTANT SAFETY INSTRUCTIONS

Always follow basic safety precautions when using your telephone equipment to reduce the risk of fire, electrical shock, and injury.

**Read and understand all instructions** in the Owner's Instruction Manual.

**Read all warnings** and follow all instructions marked on the product.

**Unplug this product from the wall outlet before cleaning.** Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners.

**Do not use the telephone near water.** For example, do not use near a bathtub, wash bowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.

**Do not place this product on an unstable cart or stand.** The product may fall causing serious damage to the product.

**Use only the type power source indicated on the label.** If you are not sure of the type power supply to your home, consult your dealer or local power company.

**Do not place any objects on the telephone line cord.** Do not locate the telephone where the line cord will be walked on.

**Do not block or cover ventilation slots and openings** in the bottom of the telephone. The openings should never be blocked by placing the telephone on a bed, sofa, rug, or other similar surfaces. The telephone should never be placed near or over a radiator or heat register. The telephone should never be placed in a built-in installation unless proper ventilation is provided.

**Never spill liquid on the telephone or push objects of any kind through ventilation slots.** Liquid or objects may touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock.

**Do not disassemble this product.** Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electrical shock when the product is subsequently used.

**Do not overload outlets and extension cords.** Some telephones require AC power from an outlet. Overloading the outlets can result in the risk of fire or electric shock.

**Avoid using a telephone during a local thunderstorm.** There may be a remote risk of electrical shock from lightning.



**Use only the power cord indicated in this manual.  
Do not use a telephone to report a gas leak in the vicinity of the  
leak.**

## **SAVE THESE INSTRUCTIONS**

### **IMPORTANTES MESURES DE SÉCURITÉ**

Certaines mesures de sécurité doivent être prises pendant l'utilisation de matériel téléphonique afin de réduire les risques d'incendie, de choc électrique et de blessures. En voici quelques-unes:

1. Ne pas utiliser l'appareil près de l'eau, p.ex., près d'une baignoire, d'un lavabo, d'un évier de cuisine, d'un bac à laver, dans un sous-sol humide ou près d'une piscine.
2. Éviter d'utiliser le téléphone (sauf s'il s'agit d'un appareil sans fil) pendant un orage électrique. Ceci peut présenter un risque de choc électrique causé par la foudre.
3. Ne pas utiliser l'appareil téléphonique pour signaler une fuite de gaz s'il est situé près de la fuite.
4. Utiliser seulement le cordon d'alimentation et le type de piles indiqués dans ce manuel. Ne pas jeter les piles dans le feu: elles peuvent exploser. Se conformer aux règlements pertinents quant à l'élimination des piles.

**Conserver ces instructions.**

# UNPACKING AND INSTALLATION

## Box Contents

The following items should be packed with your LM416. Please contact your dealer if any of them is missing.

- LM416 Telephone (Main Body) 1 pcs
- Handset 1 pcs
- Handset Cord (Coiled Cord) 1 pcs
- Line Cord 2 pcs
- Short Line Cord( 7") 1 pcs
- Desk Stand 1 pcs
- Power Adapter (Transformer) 1 pcs
- Users Guide 1 pcs
- Quick Start Guide 1 pcs



# Installation

## Overview

Up to 16 instruments may be connected in this system. All these devices use conventional telephone wiring. Wiring runs between stations may be a maximum of 600 feet.

## Before Installation

In order to install your telephones correctly, you must determine the incoming wiring configuration. In most cases, incoming lines will be terminated in either RJ11 Single Line Jacks or RJ14 Double Line Jacks. If you are not sure of your incoming line configuration, contact your telephone line installer. All connection between the wall jacks and the telephones may be done with standard telephone modular cords. Please be sure to use the line cords supplied with your LM416. If you have RJ11 jacks, you will need two line adapters (not included) to connect to the LM416. These couplers take the single line wiring and convert it to double line wiring. These couplers should be available where you purchased your LM416.

## Installation Configurations

**Standard Configuration** - The LM416 is initially configured so that each line is common at all stations. In other words, Line 1 at each telephone is connected to the same incoming line; Line 2 at each station is connected to the same incoming line, etc. This is commonly known as a “square system.” If this is suitable for your installation, you only need to connect the telephones to the telephone lines.

**Private Line** - A private line is connected to only one telephone in the system. No other phones in the system have access to this telephone line.

**Unconnected Lines** - It is also permissible to leave one or more lines unconnected.

**Line 1** - Line 1 **MUST** be connected to the same incoming line on all phones for the system to function correctly.

## **Phone Installation**

### **Desk Mount**

- a. Connect the power adapter to the jack on the bottom of the phone. Plug the adapter into a wall outlet which is not controlled by a wall switch. Use only a 9V DC 500mA, Class 2 adapter.
- b. Connect the line cords. If you have RJ14 line jacks, you need only connect 4 wire line cords between the wall jacks and the jacks in the base of the LM416. If you have RJ11 line jacks, you will need 2 line couplers as discussed above. Note that the jacks on the LM416 are numbered L1/L2 and L3/L4. Connect your incoming lines accordingly.
- c. Select the desired viewing angle and install the desk stand. The desk stand can be installed in two positions to give a choice of viewing angle.
- d. Plug the coiled cord into the handset jack, and plug the other end of the cord into the base.
- e. Place the handset on the base.

### **Wall Mount**

- a. Remove the desk stand to mount directly on a standard wall telephone jack. Connect the power adapter and the line cords. See Steps “a” and “b” above. Use the included short line cord to connect to the mounting jack. Use one of the included long line cords to connect to the other jack.
- b. Mount telephone to wall jack (RJ-14W).
- c. Plug the coiled cord into the handset, and then plug the other end of the cord into the base.
- d. Rotate the handset hook into the wall mount position and place the handset on the base.

### **Assign a Station Number**

Station 11 must be the first extension number assigned. Station 11 is required for programming features on the LM416. Refer to **STATION NUMBER ASSIGNMENT** on the following page for detailed instructions on assigning station numbers.

### **Test Installation**

This procedure should be used at each telephone after initial installation

or if you are having problems with your system. First, verify the three items below at each telephone in the system.

1. Verify that the AC power transformer is connected to the LM416 and to mains power.
2. Verify that Line 1 is connected to the LM416.
3. Verify that a station number has been assigned.

Now, verify that Line 1 has been connected correctly to all telephones.

4. Press Line 1 at one telephone.
5. Verify that the Line 1 LED is Green, the Speakerphone LED is red and that dial tone is heard.
6. Verify that the Line 1 LED is red at each other station.

To verify the connection of lines 2 – 4, perform the following steps at each telephone.

7. Press Line 1.
8. Verify that the Line 1 LED is Green, the Speakerphone LED is red and that dial tone is heard.
9. Dial the telephone number for Line 2. Verify that the Line 2 LED flashes slowly. If it does not flash, Line 2 may not be properly connected.
10. Repeat the steps above using the telephone numbers for Lines 3 and 4 if applicable. Remember that Lines 2, 3, and 4 may not be common at all telephones.

## SYSTEM PROGRAMMING

### Station Number Assignment

Each station must be assigned a unique station number. **LM416 telephones will not function correctly until a station number is assigned.** To assign a number to a station:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**. The display will show the currently assigned station number.
- c. Press **SELECT** repeatedly until the desired station number is displayed. *The choices are Station #11 through Station #26.*

- d. Press **MENU** to exit.

**Note:** One phone in the system must be set as Station #11 in order for all the system features to function. Certain Features can only be programmed at station 11.

## Station Name Assignment

You may give a name to each of your telephones. During Intercom calls, the name that is assigned to the station will show with the Extension Number. Please note that it may take up to 24 hours for all stations to be updated with a name change. Station names can only be assigned at Station 11. Follow the steps below to assign a station name.

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until the display reads “**Station Naming**”
- d. Press **SELECT**. The display will show the currently stored name for station #11, or indicate “No Name” if no name has yet been given to station #11.
- e. Press **SELECT** if you wish to store a new name for station #11, or press **DOWN ARROW** repeatedly until you see the station number that you want to name, and then press **SELECT**.
- f. Use the dial pad numbers to enter the name for the desired station. Names may contain up to 16 characters. Press the down arrow button below the display to leave an empty space. Press the **DELETE** button to make corrections.
- g. Press **SELECT**. Repeat these steps for any additional stations you wish to name.

## Line Configuration/Type

Three types of Line are available.

**Common:** This is the factory setting for all lines. This setting assumes that the line is connected to the same telephone number at all stations.

**Private:** Use this setting at any telephone that is connected to a different telephone number than the corresponding line at the other stations. For example, you may connect your private telephone number to Line 3 at your station instead of connecting your station to the common Line 3. In this example, you would set Line 3 at your station as PRIVATE.

**Unconnected:** Use this setting at any telephone that is not physically connected to all of its lines.

Line 1 must be shared at all stations (COMMON). Lines 2, 3 or 4 may be unconnected or may be connected to private lines.

### **Line Connections/Configuration**

- a. Press **MENU**. The display will read “**Phone Setting.**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until the display reads “**Line Type.**”
- d. Press **SELECT**. The display will show the line connection setting for Line 2.
- e. Press **SELECT** repeatedly until the desired line connection setting for Line 2 is displayed.
- f. Press the down arrow button to see the current setting for Line 3, and repeat steps c, d, and e to change the settings for Lines 3-4.
- g. Press **MENU** to exit.

### **Loop Voltage Detector**

The status indicators of your LM416 telephone are designed to light when a fax machine, modem, or standard telephone is using a line. If the line status indicators of your LM416 telephones light when no telephone is using the line or do not light when a standard telephone is using the line, the loop voltage detector setting may need to be adjusted. The factory setting of 48 volts is appropriate for most installations. This value can be changed to either 24 volts or 12 volts or the feature can be turned off.

### **To set Loop Voltage Detector**

- a. Press **MENU**.
- b. Press **Down Arrow** repeatedly until “**Advanced Setting**” appears in the display.
- c. Press **SELECT**.
- d. Press **Down Arrow** repeatedly until “**Loop Detect:**” appears in the display, along with the current setting
- e. Press **SELECT** until the desired loop detect setting is displayed. The choices are: 48V (factory setting), 24V, 12V, and OFF.

- f. Press **MENU** to exit. If a line indicator at your LM416 telephone stays lit because there is no telephone line connected, and you wish to turn it off, do not use this feature, but set the line at this station to UNCONNECTED

## **Ringer Configuration**

The ringers for each outside line are controlled individually at each telephone. There are three possible settings for each line ringer.

**Ringer On:** The line will ring normally.

**Delayed Ring:** The line will start ringing after the first 20 seconds.

**Ringer Off:** The line will not ring.

In all cases, the line indicators will flash to signal an incoming call. You can always answer a ringing line, whether or not it is ringing audibly at your telephone, by pressing the flashing line button.

### **To set Ring Configuration**

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until “**Ringer Settings**” appears in the display.
- d. Press **SELECT**. The display will show the current ringer setting for Line 1.
- e. Press **SELECT** repeatedly, until the desired ringer setting for Line 1 is displayed. The choices are: ON (factory setting), DELAY L1, and OFF
- f. Press **Down Arrow** to see the current ringer setting for Line 2. Repeat steps c - e to change the ringer settings for Lines 2-4.
- g. Press **MENU** to exit.

### **Distinctive Ringing**

All lines are initially set to ring with Ring Sound #1. Each outside line may be assigned one of seven other distinctive ringer tones. This can be used to easily identify a ringing line or ringing phone. To assign distinctive rings to one or more lines:



- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until “**Distinctive Ring**” appears in the display.
- d. Press **SELECT**. The display will show the distinctive ring setting for Line 1.
- e. Press **SELECT** repeatedly, until the desired distinctive ring setting for Line 1 is displayed. There are eight choices.
- f. Press **Down Arrow** to see the current setting for Line 2, and repeat steps c and d to change the settings for Lines 2-4.
- g. Press **MENU** to exit.

**Note:** When a distinctive ring setting is displayed, it may be heard by pressing **SELECT**.

### **Off-Hook Ringing**

When a ringer is set to **ON** or **DELAYED**, an incoming call will cause a double ring every 15 seconds at the phone that is in use. This feature is called “off-hook ringing” and can be disabled. To disable off-hook ringing

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until “Off Hook Ring” appears in the display, along with the current setting.
- d. Press **SELECT** to change the setting.
- e. Press **MENU** to exit.

**Note:** Off-Hook ringing does not function on intercom calls. However, the line lamps will flash to indicate an incoming call.

### **Intercom Call Response**

The LM416 may be configured to respond to intercom calls in one of three ways.

**Intercom Handsfree:** When an intercom call is received, the telephone will ring once and then give a triple alert tone. The phone will then automatically answer the intercom call on speakerphone.

**Intercom Ring:** When an intercom call is received, the telephone will ring repeatedly with the intercom ring. The call may be answered

by lifting the handset or pressing the **SPEAKER** button.

**Intercom Voice:** When an intercom call is received, the telephone will ring once and then give an alert tone. After this the calling party will be connected. To respond to the calling party, either lift the handset or press the **SPEAKER** button.

**Note:** When an intercom call is received while an outside call is in progress, the LM416 will ring with a single intercom ring regardless of the intercom ringer setting

### **Configuring intercom call response:**

- a. Press **MENU**. The display will read **Phone Setting**
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until **Intercom Prefs** appears in the display.
- d. Press **SELECT**. The display will show the current intercom setting.
- e. Press **SELECT** repeatedly, until the desired intercom setting is displayed.
- f. Press **MENU** to exit.

### **Automatic Line Selection**

The LM416 will automatically select an outside line or the intercom line whenever the handset is lifted or the **SPEAKER** button is pressed. To choose which line will be automatically selected:

- a. Press **MENU**. The display will read **Phone Setting**
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until **Auto Seize** appears in the display. The display will show the current auto seize setting.
- d. Press **SELECT** repeatedly until the desired setting is displayed. The choices are L1, L2, L3, L4 or INTCM.
- e. Press **MENU** to exit.

**Note:** An incoming call will be selected automatically when the handset is lifted or the **SPEAKER** or **HEADSET** button is pressed, regardless of the automatic line selection choice. To select a non-ringing line, the desired **LINE** button must be pressed before lifting the handset.

**Note:** If the chosen line is in-use, the telephone will automatically select the next available line.

## **Toll Restriction**

Toll Restriction enables control of outgoing calls. The LM416 accomplishes toll restriction by allowing entry of number strings which may not be dialed. This is done on a station-by-station basis so different phones may have differing toll restrictions. This may be used to help prevent unauthorized long distance calls. For example, to prevent dialing of “900” numbers, the code 1900 should be entered as a toll restriction. This would prevent the station from dialing any numbers beginning with 1900. A “#” character may be entered as a wildcard which matches either 0 or 1. If #900 had been entered in the example, the station could not dial numbers beginning with either 1900 or 0900. A toll restriction access code is needed to change or add toll restrictions. This code must be set at station 11. After toll restrictions are set at a phone, they will be retained even after a power failure.

### **To set the system’s toll restriction access code:**

At Station #11:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until “**Toll Restriction**” appears in the display.
- d. Press **SELECT**. The display will read “**Access Code:\*\*\*\*.**”
- e. Press **SELECT** to store a new access code.
- f. Enter a 4 digit number.
- g. Press **MENU** to exit.

**Note:** The previous code is not needed to set a new code. The factory default code is 1234.

### **To set restricted numbers at a station**

- a. Press **MENU**. The display will read **Phone Setting**
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until **Toll Restriction** appears in the display.
- d. Press **SELECT**. The display will read **Enter Code:** [all stations other than #11]

- e. Enter the 4 digit toll restriction access code. A confirmation beep will sound and the display will read **Set Restricted #**
- f. Press **SELECT**. The display will show the currently stored Restriction #1, or show **1**: if no Restriction #1 has been stored.
- g. Press **SELECT**.
- h. Dial desired restricted number, up to 6 digits.
- i. Press **SELECT**.
- j. Press **Down Arrow** and repeat steps f-h to store any additional restrictions at this station.

### **Allowed numbers**

After setting toll restrictions, it is sometimes necessary to enter exceptions which may be dialed. For example, if “1” had been entered to completely restrict long distance calls, toll free calls could be allowed by entering “1800” as an allowed number. The “\*” character may be used as a wildcard which matches any digit. Allowed numbers may contain up to 10 digits.

### **To set allowed numbers at a station**

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until “**Toll Restriction**” appears in the display.
- d. Press **SELECT**. The display will read “**Enter Code:**”
- e. Enter the 4 digit toll restriction access code. A confirmation beep will sound and the display will read “**Set Restricted #**”
- f. Press the down arrow button . The display will read “**Set Allowed #**”
- g. Press **SELECT**. The display will show the currently stored Allowed #1, or **1**: if there is no Allowed #1 yet stored.
- h. Press **SELECT**
- i. Dial desired allowed number, up to 10 digits.
- j. Press **SELECT**.
- k. Press **Down Arrow** and repeat steps g-j if you wish to store any additional allowed numbers at this phone.

### **Toll restriction override**

After setting toll restrictions for a station, its toll restriction is automatically ON. This may be temporarily overridden without

affecting the settings stored in the telephone.

## Line restriction

It is possible to restrict any or all of the lines at a particular station. That station will not be able to make any outgoing calls on the restricted lines, with the exception of the allowed numbers at that station and calls to 911. The station can still receive incoming calls on these lines, take calls off hold, and have full use of the intercom. This is normally used for phones which are placed in a public area. To restrict one or more lines on a station:

- a. Press **MENU**. The display will read “**Phone Setting.**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until **Toll Restriction** appears in the display.
- d. Press **SELECT**. The display will read **Enter Code:[all stations other than #11]**
- e. Enter the 4 digit toll restriction access code. A confirmation beep will sound and the display will read “**Set Restricted #**”
- f. Press **Down Arrow** repeatedly, until “**Line Restriction**” appears in the display.
- g. Press **SELECT**.
- h. Press **SELECT** to select between **NORMAL** (factory setting) and **RESTRICTED**.
- i. Press **Down Arrow** to see the current setting for Line 2, and repeat steps e - g to change the settings for Lines 2-4.
- j. Press **MENU** to exit.

## System Privacy

Call privacy prevents stations from joining existing calls. Call privacy can be released during a call by pressing the **CONFERENCE** button. The default setting for Call Privacy is ON. Call Privacy is set at Station #11 for the entire system.

To Change the Privacy Setting At Station #11:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **Down Arrow** repeatedly until “**Advanced Setting**” appears in the display.
- c. Press **SELECT**.

- d. Press **Down Arrow** repeatedly until “**System Privacy**” appears in the display.
- e. Press **SELECT**. The display will show the current Call Privacy setting.
- f. Press **SELECT** repeatedly, until the desired call privacy setting is displayed.
- g. Press **MENU** to exit.

**Note:** Call privacy only applies to outside calls. Intercom calls always have call privacy.

## Dialing Mode

The LM416 can dial with either pulses or DTMF Tones. The mode is set each station. If any of the incoming telephone lines have Pulse service, Pulse Dialing must be selected. If all the incoming lines have Tone Service, Tone Dialing should be selected. Tone Dialing is the default setting. To set the dialing mode: At Station #11:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **Down Arrow** repeatedly until “**Advanced Setting**” appears in the display.
- c. Press **SELECT**.
- d. Press **Down Arrow** repeatedly until “**Tone/Pulse**” appears in the display. The display will show the current tone/pulse setting.
- e. Press **SELECT** repeatedly, to select either **TONE** or **PULSE** dialing.
- f. Press **MENU** to exit.

**Note:** If the system is set to Pulse Dialing, press the \* button to change the dialing mode temporarily to tone during a call. This can be used to access services which require tone dialing. Dialing mode will revert to pulse when the call ends.

## Area Codes

The LM416 can accept three sets of Area Codes.

### Home Area Code

This is the area code for the area where the LM416 is located. Only one Home Area Code may be entered. After the Home Area Code is entered, only seven digits will be displayed when a call is received from

within the Home Area Code. Also, only seven digits will be dialed when **REDIAL** is pressed.

## **Local Area Codes**

These are area codes that require the area code plus seven digits to be dialed. A “1” is not dialed for these area codes. Up to six local area codes may be entered.

### **1 Plus 7**

These area codes are for calls that require “1” plus the seven digits to be dialed. Up to six **1 Plus 7** area codes may be entered.

### **To enter area codes**

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until “**Area Codes**” appears in the display
- d. Press **SELECT**. The HOME area code setting will be displayed.
- e. Press **SELECT** to change this setting
- f. Press **Down Arrow** to view the LOCAL setting
- g. Press **SELECT** to change this setting
- h. Press **Down Arrow** to view the 1 PLUS 7 area code settings.
- i. Press **SELECT** to change this setting
- j. Press **MENU** to exit.

## **MEMORY SETTINGS**

### **Memory Features**

The LM416 can store up to 45 numbers in its memory and one voicemail number. Five numbers can be stored into one-button Memory locations which are dialed by pressing a memory button. Forty numbers can be stored into Personal Directory locations, which are dialed by pressing “#” followed by the arrow buttons.

**Storing a hyphen into memory** - To store a hyphen while saving a number into memory, press **PAGE**. Each press of **PAGE** will insert a

hyphen. Hyphens are only for ease of reading. They make no difference in dialing.

**Storing a dialing pause into memory** - To store a pause while saving a number into memory, press **HOLD**. Each press of **HOLD** will insert a 1.5 second pause. These will be shown as a “p” in the display.

**Storing a flash into memory** - To store a flash while saving a number into memory, press **FLASH**. These can be used to access features from a PBX. Each press of **FLASH** will insert a 600 millisecond (or other default time) flash. These will be shown as an “f” in the display.

**Storing temporary tone dialing into memory** - To store a “switch to tone” command into memory, press the “\*” (**TONE**) button. All numbers after this command will be dialed in tone mode. This command is valid only in pulse dial mode.

### **To Store one of the last five numbers dialed into memory**

- a. Press **REDIAL**.
- b. Press **Up Arrow** or **Down Arrow** to scroll through the last five numbers dialed.
- c. Press the memory location key or the Directory key (#).
- d. Press **SELECT** to save or **MENU** to cancel when the desired number is displayed.

### **To Store Caller ID number into memory**

- a. Press **CALLS**.
- b. Press **Up Arrow** or **Down Arrow** to select a Caller ID number to save.
- c. Press the memory location key or the Directory key (#).
- d. Press **SELECT** to save or **MENU** to cancel when the desired number is displayed.

### **To Store a Memory Dial Number**

- a. Press **MENU**. The display will read “**Phone Setting**.”



- b. Press **Down Arrow** until “**Memory Setting**” appears in the display
- c. Press **SELECT**. The display will read “**Select Location**”
- d. Press the Memory button where the number is to be stored. The display will show the currently stored number, or indicate “**Empty Location.**”
- e. Press **SELECT** to store a new number.
- f. Dial the desired telephone number, up to 32 digits.
- g. Press **SELECT**. The LM416 can store up to 5 telephone numbers which can be dialed automatically with the press of a memory button.

### **To Store a Voice Mail Number**

- a. Press **MENU**. The display will read “**Phone Setting.**”
- b. Press **Down Arrow** until “**Memory Setting**” appears in the display
- c. Press **SELECT**. The display will read “**Select Location**”
- d. Press **VOICE MAIL**. The display will show the currently stored number, or indicate “**Empty Location.**”
- e. Press **SELECT** to store a new number.
- f. Dial the number used to retrieve voice mail, up to 32 digits.
- g. Press **SELECT**.

### **To Store a Personal Directory Dial Number**

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **Down Arrow** until “**Memory Setting**” appears in the display
- c. Press **SELECT**. The display will read “**Select Location**”
- d. Press **#**. The display will read “**Directory,**” or indicate that the personal directory is full.
- e. Press **SELECT** to store a new number.
- f. To change a number, press **Down Arrow** repeatedly until the desired entry is displayed, and then press **SELECT**.
- g. Dial desired telephone number.
- h. Press **SELECT**. The display will show the currently stored name, or indicate “**No Name.**”
- i. Press **SELECT** to store a new name. Use the dialpad numbers and the soft keys to enter the name.
- j. Press **SELECT**.

## To Store Caller ID Calls

**Note:** This menu item selects whether or not CID records from a particular line will be retained for review.

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until “**Caller ID Store**” appears in the display, and then press **SELECT**.
- d. Press **SELECT** to change the setting for Line 1.
- e. Press **Down Arrow** to view and change the settings for Lines 2-4.

## Centrex Prefix

The Centrex prefix is the part of the telephone that is NOT DIALED to reach another Centrex number in your system. Storing this prefix allows other Centrex stations to be dialed from the caller list. The Centrex prefix will NOT be shown in the display or dialed when dialing from the caller list.

## To Set the Centrex Prefix

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until “**Centrex Prefix**” appears in the display
- d. Press **SELECT**. The display will show the currently stored Centrex prefix, or indicate “XXXXXXXX” if none has been stored.
- e. Press **SELECT**.
- f. Enter the desired Centrex prefix, up to seven digits.
- g. Press **SELECT**.
- h. Press **MENU** to exit.

## MISCELLANEOUS SETTINGS

### Time and Date

The following steps should be used to set the clock initially or whenever the clock needs to be adjusted.

- a. Press **MENU**. The display will read “**Phone Setting**.”
- b. Press **Down Arrow** repeatedly until “**Time/Date Set**” appears in the display
- c. Press **SELECT**. The display will show the currently set time
- d. Press **SELECT**.
- e. Enter the time as instructed in the display.
- f. Press **Down Arrow**
- g. Press **SELECT** to choose between AM or PM
- h. Press **Down Arrow**. The display will show the currently set date.
- i. Press **SELECT**
- j. Enter the date as instructed in the display.
- k. Press **MENU** to exit.

## Message Waiting Lamp

The MSG lamp on the LM416 will turn on when a voice mail signal is received. This feature requires either voicemail from the telephone company or a voicemail signal from a PBX.

## Message Waiting Line Selection

The LM416 will only detect messages on one line. By default, this is set to Line 1. When an LM416 detects a message, it will signal the other phones in the system, and they will also display a message waiting indication.

**Note:** To receive notification of messages on all lines, at least one phone must be set to detect messages from each line.

Follow the instructions below to change the message waiting line.

- a. Press **MENU**
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until “**Telco VMWI**” appears in the display.
- d. Press **SELECT**. The display will read “**VMWI: LINE 1.**”
- e. Press **SELECT** repeatedly to select **LINE 2**, **LINE 3**, **LINE 4**, or **OFF**

## Message Waiting Mode Selection

The LM416 can respond to either FSK or Stutter Dial Tone (Stutter) message waiting signaling. To change the mode, follow the steps below after selecting the Message Waiting Line.

- a. Press **Down Arrow**. The display will read “**VMWI: FSK.**”

- b. Press **SELECT** to select Stutter. This will activate the stutter dial tone detector.
- c. Press **MENU** to exit

## **Caller ID on Call Waiting (CIDCW)**

### **Sensitivity**

If the LM416 does not respond correctly to CIDCW signals, it may be necessary to adjust the sensitivity. This adjustment is not normally needed since the LM416 default CIDCW sensitivity is correct for most applications.

- a. Press **MENU**,
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until “CIDCW: High Sens” or “CIDCW: Low Sens” appears in the display
- d. Press **SELECT** to change sensitivity
- e. Press **MENU** to exit.

### **Hold Call Reminder**

This feature will prevent calls from remaining on hold for a long time. By default, the LM416 will sound an alert tone after a call remains on hold for 2 minutes. It will then sound an alert every 2 minutes thereafter while the call remains on hold. This default reminder time can be changed to 30 seconds or 1 minute or the feature may be disabled.

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until “**Hold Remind:**” appears in the display
- d. Press **SELECT** repeatedly until the desired held call reminder time is displayed.
- e. Press **MENU** to exit.

### **Adjusting Auto Hold Drop Time**

To prevent calls from remaining on hold indefinitely, the LM416 will automatically drop a call if it is on hold for more than 30 minutes. This time can be adjusted to 5 minutes or 15 minutes.

- a. Press **MENU**
- b. Press **Down Arrow** repeatedly until “**Advanced Setting**” appears in the display

- c. Press **SELECT**.
- d. Press **Down Arrow** repeatedly until “**Hold Drop**” appears in the display
- e. Press **SELECT**. The display will show the currently set hold drop time.
- f. Press **SELECT** repeatedly, until the desired hold drop time is displayed.
- g. Press **MENU** to exit.

## Adjusting Flash Timer

The standard LM416 flash time is 600 milliseconds. This is the correct time for most installations especially in North America. This time can be changed to 100 milliseconds, 300 milliseconds, or 1 second.

- a. Press **MENU**
- b. Press **Down Arrow** repeatedly until “**Advanced Setting**” appears in the display
- c. Press **SELECT**.
- d. Press **Down Arrow** repeatedly until “**Flash Time**” appears in the display
- e. Press **SELECT**.
- f. Press **SELECT** repeatedly, until the desired flash length is displayed.
- g. Press **MENU** to exit.

## Erase Numbers Stored in Memory

To erase all memory dial numbers and personal directory numbers stored in your telephone.

- a. Press **MENU**
- b. Press **Down Arrow** repeatedly until “**Advanced Setting**” appears in the display
- c. Press **SELECT**. “**Erase Memory**” will appear in the display.
- d. Press **SELECT**. “**Memory Dials**” will appear in the display.
- e. Press **SELECT**. After a brief pause, the display will read “**Erasing Done!**”

## Erase Toll Restrictions

At station #11

- a. Press **MENU**
- b. Press **Down Arrow** repeatedly until “**Advanced Setting**” appears in the display

- c. Press **SELECT**. “**Erase Memory**” will appear in the display.
- d. Press **Down Arrow** repeatedly until “**Erase Toll Restr**” appears in the display.
- e. Press **SELECT**.
- f. Press **SELECT**. After a brief pause, the display will read “**Erasing Done!**”

## **Erase All Feature Settings**

To erase all the feature settings stored at a particular station and return that telephone to its original factory settings. This will not erase any numbers from the directory or the memory dial.

- a. Press **MENU**
- b. Press **Down Arrow** repeatedly until “**Advanced Setting**” appears in the display
- c. Press **SELECT**. “**Erase Memory**” will appear in the display.
- d. Press **Down Arrow** until “**Erase Settings**” appears in the display.
- e. Press **SELECT**.
- f. Press **SELECT**. After a brief pause, the display will read “**Erasing Done!**”
- g. Press **MENU** to exit.

## **Reset Default Settings**

To reset the LM416 to factory default settings press **MENU, Volume Down, MUTE, MUTE, 2, 7, 4, 1**.

# **TELEPHONE OPERATION**

## **Making and Answering Calls**

When the handset is lifted, the LM416 will automatically select a line as described on Page 18. A ringing line will automatically be selected if the handset is lifted during ringing. To use the speakerphone to make or answer a call or a page, press the **SPEAKER** button instead of lifting the handset. This will select the line in the same manner as the handset described above. To override automatic line selection, press the desired **LINE** button instead of pressing the **SPEAKER** button. The LM416 will then be connected to that line on the speakerphone. To switch from handset to speaker during a call, press the **SPEAKER** button and hang

up the handset. To switch to handset from speakerphone, lift the handset. Note that whenever the **SPEAKER** indicator is on, the handset may be hung up without disconnecting the call.

## **Redial**

### **To redial the last phone number dialed**

- a. Go off-hook by lifting the handset, pressing **SPEAKER**, pressing **HEADSET**, or by pressing the desired **LINE** button.
- b. Press **REDIAL**.

### **To redial any of the last five phone numbers dialed**

The Redial feature enables viewing or redialing of any of the last five telephone numbers dialed. This also shows the time, date and duration of each call.

- a. With the phone on-hook and idle, press **REDIAL**. The display will show the last number dialed, the time and date of the call, and its duration.
- b. Press **Down Arrow** or **Up Arrow** repeatedly to scroll through a list of the last five numbers dialed along with the time, date, and duration.
- c. Go off-hook at any time to dial the displayed number.

## **Hold**

**Placing a Call on Hold** - To place an outside call on Hold, press **HOLD**. To take the call off hold, press the line button of the line on hold. While a caller is on hold, the handset can be hung up without disconnecting the call. When a call is on hold, it can be removed from hold by any telephone connected to that line simply by accessing the line. If a call remains on hold after 2 minutes, your LM416 will alert you. See Page 28 *Hold Call Reminder*.

**Note:** Intercom calls cannot be put on hold.

**Making a call on another line** - To make a call on a second line while having a conversation, press **HOLD** to place your first call on hold and then press another **LINE** button. A call may now be made on the second line. Press the first **LINE** button to return to the first call. This will disconnect the second call. To keep the second call, it must be

placed on hold before returning to the first call. This can be done multiple times during a call.

**Answering a call on another line** - If there is an active call on one line and a call comes in on another line, the incoming line lamp will flash and the LM416 will sound a double ring every 15 seconds. If the incoming line is set to ringer off, the double ring will not sound. The incoming call may be answered by pressing the flashing **LINE** button. This will disconnect the original call unless it is placed on hold.

## Conference

The LM416 allows conference calls with two other parties. These may be either two outside lines or one outside line and one intercom station.

## Outside Calls

- a. Make or answer a call.
- b. Press **HOLD**.
- c. Make or answer a call on another line.
- d. When the second call is connected, press the **CONF.** button. The lines are immediately conferenced.
- e. Hang up to end the conference call. To disconnect one of the conference parties, press the **LINE** button for the other party.

## Outside Call with Intercom Station

- a. Place an intercom call to the desired station. The outside call is automatically placed on hold.
- b. After the person at the other station answers, press the **CONF.** button to create a conference call.
- c. Hang up to end the conference call. The person at the other station may remain connected to the outside call. If System Call Privacy is OFF, another intercom station may join a call by pressing the appropriate **LINE** button. Pressing **HOLD** during a conference call will place both lines on hold. The conference call can be reestablished by first pressing one of the **LINE** buttons and then pressing **CONF.**



## Transfer

### Attended Transfer

- a. Place an intercom call to the desired station. The outside call is automatically placed on hold.
- b. When the intercom party answers announce that a call is being transferred.
- c. Press the **TRANSFER** button to complete the transfer. Press the **LINE** button to return to the outside call and abort the transfer.

### Blind Transfer

- a. Press the **TRANSFER** button.
- b. Dial the desired two-digit station number to transfer the call to that station. If the desired station does not answer, it will stop ringing after one minute. To re-engage the call press the flashing **LINE** button. The call can be answered at any telephone by pressing the flashing **LINE** button.

### Transfer Ring

A call may be transferred to all stations by using the transfer ring. To use this feature, press **TRANSFER** twice after answering a call. All of the other phones will ring in the transfer ring and the call will be transferred to the next answering station. The call will remain on hold at the transferring station until it is retrieved at another.

### Personal Ring

The **LM416** telephone also features eight unique personal transfer rings. These may be assigned to individual users. Calls can then be transferred to them using this ring. To use this feature, press **TRANSFER** and then the desired dial pad number buttons. All the other phones will now ring with the personal ring represented by that number.

### Caller ID

The Caller ID feature works in conjunction with Caller ID service offered by your local telephone company. The LM416 will store the last 50 calls received. This feature requires a subscription to Caller ID

service from the telephone company. This service must be ordered separately for each line. Also note that call waiting caller ID may not be available in all areas.

### **Incoming call**

The caller ID information will be displayed automatically.

### **Call Waiting Caller ID**

If a call comes in during an active call, the display will show the caller ID information. To answer that call, press **FLASH**. To return to the previous call, press **FLASH** again.

### **Caller List**

#### **Reviewing Calls**

To review previous calls, press the **CALLS** button and use **Up Arrow** and **Down Arrow** to scroll through the caller list. The display will indicate the number of new calls in the caller list, as well as the total number of calls in the caller list. A “new” call is one that has not yet been viewed. The call record will show the Caller Name, Caller's Number, Line Number, Date, and Time of Call.

#### **Dialing Calls**

Press **CALLS** and use **Up Arrow** or **Down Arrow** to display the desired number. Then lift the handset, press **SPEAKER, HEADSET**, or a **LINE** button to dial the number. If the number is not displayed in the correct format, press **SELECT** repeatedly to scroll through different dialing formats.

#### **Deleting Numbers**

To delete a single number, press **DELETE** twice when the desired number is displayed. To delete all the numbers in the caller list press **DELETE** for 5 seconds while reviewing the caller list.

**Note:** The Caller List feature may be disabled. See Page 26.

### **Volume Levels**

The Ringer, Handset, Speakerphone, Intercom Speaker and Discrete

Alert Volumes can all be set independently by using the **VOLUME** buttons. Eight ringer, four handset, eight speakerphone, eight intercom speaker, and eight discrete alert volumes are available. To increase the volume, press the **UP** button. To decrease the volume, press the **DOWN** button.

## **Ringer**

While the phone is on-hook and idle, press the up or down **VOLUME** buttons to set desired ringer volume. With each press, the phone will ring once at the new volume.

## **Handset**

While using the handset, press the up or down **VOLUME** buttons to set desired handset volume.

## **Speakerphone**

While the speakerphone is activated, press the up or down **VOLUME** buttons to set desired speakerphone volume.

## **Intercom Speaker**

While using the intercom or receiving a page, press the up or down **VOLUME** buttons to set desired intercom speaker volume. The speaker volume levels for the intercom and for outside calls are independent of each other.

## **Discrete alert**

While the phone is on-hook and idle, press **HOLD**. Then press the up or down **VOLUME** buttons to set desired discrete alert volume. With each press, the phone will ring once at the new discrete alert volume. The discrete alert volume setting governs the volume of off-hook ringing, off-hook intercom ringing, held call reminder, and line reserve alert.

## **Voice Mail (Message Waiting)**

The LM416 supports external Voice Mail indicators. This requires a service subscription. When using external VM, **VOICE MAIL** will light and the LCD will display a message to alert you that there is a

message and its line. Each LM416 can detect messages on only one line. To retrieve messages from multiple mail boxes, multiple phones must be used. See Page 27 *Message Waiting Line Selection* to select the message waiting line. The telephone company will supply either FSK or Stutter Dial tone. The LM416 is set to FSK by default. See Page 27 *Message Waiting Mode Selection* to change the message waiting type.

### **Accessing Messages**

See Page 25 *To Store a Voicemail Number3* to program the **VOICE MAIL** button. After programming this button, press it and follow the instructions from your voicemail provider to retrieve messages.

### **Resetting MSG Lamp**

Sometimes the MW lamp will continue to flash even though all messages have been retrieved. In this case, follow the instructions below to reset the lamp.

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT**.
- c. Press **Down Arrow** until “**Message Lamp**” appears in the display.
- d. Press **SELECT**.

### **Flash**

Press **FLASH** to access services such as Call Waiting or 3-Way Calling, or to activate certain PBX or Centrex features. Refer to the custom calling instructions provided by the telephone company or to the PBX operating instructions. See Page 29 *Adjusting Flash Timer* to change the flash time if necessary.

### **Mute**

The Mute feature disables the telephone microphone so LM416 user cannot be heard by the distant party. The Mute feature works with handset, headset or the speakerphone. It silences only the LM416 user. The distant party can still be heard. Mute is cancelled by hanging up, selecting another line or switching from speakerphone to handset or headset during a call. To activate this feature, press **MUTE**. The

**MUTE** indicator will light. Press **MUTE** again to cancel the feature. The **MUTE** indicator will turn off.

## **Do Not Disturb (DND)**

While the DND feature is activated, the LM416 will not ring. Incoming calls will be signaled only by the **LINE** indicators flashing. If DND is activated, pages will not be heard, intercom calls cannot be received, and calls cannot be transferred to the telephone. Outside calls may be answered by pressing the flashing **LINE** button. Outgoing calls may still be placed. To activate DND

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **SELECT** until “**Do not Disturb:N**” appears in the display.
- c. Press **SELECT**. The display will now read “**Do not Disturb:Y**”.
- d. Press **MENU** to exit. The DND indicator in the display will now be on, and the display will read “Do Not Disturb.”
- e. To cancel DND **SELECT**.

## **Line Reserve**

The Line Reserve feature enables the line currently in use to be reserved. When that line becomes free, the LM416 phone will sound a triple ring and that line will be reserved. Line reserve will be cancelled if the line is not taken off hook within 15 seconds. It may also be cancelled by making or receiving a call on another line or by pressing the reserved line button. To reserve a line

- a. Press **HOLD**.
- b. Press the desired **LINE** button. The line indicator will turn from red to orange.

## **Call Privacy**

See Page 21 *System Privacy* for a description of Call Privacy and for initial programming instructions. To release call privacy during a single call press **CONF**. “Privacy Released” will appear in the display. Call privacy will be reactivated for the next call.

## **Toll Restriction**

See Page 19 *Toll Restriction* for a description of Toll Restriction and initial programming instructions.

## **Toll Restriction Removal (Single Call)**

- a. Press **HOLD**.
- b. Enter the 4 digit toll restriction access code which was set at Station #11. If no code was set, the access code is “1234”.
- c. The **SPEAKER** light will flash indicating that toll restriction is temporarily off. Toll Restriction will be reactivated 10 seconds the end of the call. This will be signaled by a flash of the **SPEAKER** light.

**Note:** Unrestricted calls may continue to be made by going off hook within 10 seconds of hanging up the previous call.

## **Toll Restriction Removal (Single Station)**

Toll Restriction may be changed at a telephone without affecting the Toll Restriction settings stored in that telephone. When Toll Restriction is disabled at a telephone using this feature, it will stay off until it is reactivated. To access this feature:

- a. Press **HOLD**.
- b. Enter “\*” to activate Toll Restriction or “#” to deactivate Toll Restriction.
- c. Enter the 4 digit toll restriction access code which was set at Station #11. If no code was set, the access code is “1234”.

**Note:** Activating Toll Restriction at a telephone will have no effect unless restrictions have been stored at that telephone.

## **Timer**

### **Elapsed Call Time**

The display automatically shows the elapsed time during a call.

### **Timer Reset**

Press the up arrow (^) button, which is found directly below the display.

### **Elapsed Call Time (Previous Calls)**

While the phone is on-hook and idle, press **REDIAL**. The display will show the elapsed time of the previous call, along with its time and date. Use **Up Arrow** or **Down Arrow** to view the lengths of the previous

five calls, along with their times and dates.

## Headset

The LM416 is equipped with a 2.5mm headset jack and an RJ9 jack, with built-in headset amplifiers, along with a dedicated **HEADSET** button. It also has the capability to interface to a Plantronics APD-80 Electronic Hookswitch cable. The type of headset must be selected in the menu before it can be used.

### Select Headset Type

- a. Press **MENU**.
- b. Press **Down Arrow** repeatedly until “**Advanced Setting**” appears in the display
- c. Press **SELECT**. “**Erase Memory**” will appear in the display.
- d. Press **Down Arrow** until “**Headset Type**” appears in the display.
- e. Press **SELECT** to change between RJ and 2.5mm.
- f. Press **MENU** to exit.

### Electronic Hookswitch

To use the Plantronics APD-80 Electronic Hookswitch cable, select RJ for the headset type as described above. Then connect the APD-80 to the RJ headset jack. This cable allows the Answer Call button on Plantronics wireless headsets to control the LM416. It also allows ring notification sounds in the headset.

**Note:** Only one type of headset can be connected at a time.

There is no need to buy a headset with a separate amplifier. The headset can be used to make or answer an outside call, an intercom call or a page. Simply press **HEADSET** instead of lifting the handset. To make a headset call on a particular line, press the desired **LINE** button to connect to that line on the speakerphone. Then press **HEADSET** to toggle to the headset. Press **HEADSET** again to hang up.

## ***HEADSET STATEMENT***

*For servicing or replacement, you can purchase a suitable headset through a service center or headset retailer.*

*Pour l'entretien ou le remplacement, vous pouvez acheter un écouteur approprié par le centre commercial ou le magasin de détaillant.*

## **Directory Card**

This card can be used to record the names or telephone numbers associated with memory locations.

## **Memory Dial**

Press the memory button where the desired telephone number is stored. The speakerphone will activate and the number will be dialed out. Lift the handset or press **HEADSET** to switch to a handset or headset call.

## **Personal Directory**

- a. While the phone is on-hook and idle, press the “#” button. The display will read “**Directory.**”
- b. Use the up and down arrow buttons below the display to view the personal directory entries.
- c. When the desired entry is displayed, it may be dialed by lifting the handset, pressing **SPEAKER** or **HEADSET**, or by pressing a **LINE** button.

**Note:** The directory is organized alphabetically. To jump to a particular entry, press the corresponding dial pad number. For example, press the “5” dial pad button three times to jump to the first entry starting with “L”. You can then use the up and down arrow buttons to view the entries starting at that point.

## **Predialing**

Predialing allows the entry of a telephone number on the display before it is dialed out. To make a predialed call, enter the number using the dialpad while the telephone is on-hook. Then lift the



handset, press **SPEAKER** or **HEADSET** or press the desired **LINE** button. Press **DELETE** to erase digits one at a time.

## **Intercom Calls**

Intercom calls may be made by dialing the two-digit station number of the desired station. The speaker phone automatically activates when an intercom call is placed. See Page 17 *Intercom Call Response* for a description of intercom call responses. If the intercom line is busy or the called station is set to DO NOT DISTURB, you will hear a no action tone.

### **Intercom while Idle**

- a. Press **INTERCOM**.
- b. Dial the two-digit station number of the station to receive the call.
- c. To end the conversation, hang up or press **SPEAKER** or **HEADSET** button.

### **Intercom while on an Outside Call**

Press **INTERCOM**. The outside call is automatically placed on hold.

## **Answering Intercom Calls**

### **Intercom Ring**

Press **SPEAKER** or **HEADSET** or lift the handset.

### **Intercom Voice**

One ring will sound. Then an alert tone will sound followed by the caller's voice. Press **SPEAKER** or **HEADSET** or lift the handset.

### **Intercom Handsfree**

One ring will sound followed by a triple alert tone. The LM416 will then automatically answer the intercom call on speakerphone.

### **Answering an Intercom Call while on an Outside Call**

Press **INTERCOM**. The outside call is automatically placed on hold. Press the **LINE** button to return to the outside call.

## Paging

Paging allows announcements to be made to other LM416 stations in the system. The speakerphone is automatically activated when making a page. Pages can be made using the speakerphone or the handset.

**Note:** Another station may be paged only if it is not in use, does not have DO NOT DISTURB activated, and is not set to Block Pages. If the station is in any of these conditions, a no action tone will be heard.

### Single Page

- a. Press **PAGE**.
- b. Dial the two-digit station number of the station to be paged.
- c. After the paging tone sounds, speak towards the telephone or lift the handset and make the announcement.

### All Page

The **All Page** feature enables announcements to be made through all of the other LM416 stations. When an All Page is made, a double paging alert tone will sound followed by the page. All Pages will not be heard at in use stations or stations set to DO NOT DISTURB or Page Block.

To perform an All Page:

- a. Press **PAGE** twice.
- b. After the paging tone sounds, speak towards the telephone or lift the handset and make the announcement.

### Blocking Pages

- a. Press **MENU**. The display will read **Phone Setting**
- b. Press **SELECT**.
- c. Press **Down Arrow** repeatedly until **Intercom Prefs** appears in the display.
- d. Press **SELECT**.
- e. Press **Down Arrow** repeatedly until **Pages: Allowed** appears in the display.
- f. Press **SELECT** to select between Pages **ALLOWED** and Pages **BLOCKED**.
- g. Press **MENU** to exit.

## **Answering Pages**

### **Single Page**

A page directed to a particular station may be answered only at that station. To answer a page, lift the handset, press **SPEAKER** or **HEADSET**, or press the flashing **INTERCOM** button. This will create a private intercom conversation.

### **All Page**

An All Page may be answered from any phone in the system, even one that is busy on an outside line, has DO NOT DISTURB set or has blocked pages. Press the flashing **INTERCOM** button to answer an All Page. This will create a private intercom conversation.

### **Room Monitoring**

The Room Monitoring feature allows the speakerphone of a LM416 to be activated to monitor sounds in another location. To activate Room Monitoring, place an intercom call to the monitoring telephone. Press **MUTE** to prevent sounds from being heard at the monitored phone. To end monitoring, hang up the handset or press **SPEAKER**. The remote station will disconnect immediately.

**Note:** The remote phone must be set to Intercom **HANDSFREE**.

## **USING STANDARD TELEPHONES**

Standard (i.e. non-LM416) telephones may be used in conjunction with LM416 telephones. All features of the non-LM416 telephones will operate normally. However, they will not be able to share the features of the LM416 telephones.

### **Line Status and Calls on Hold**

The line status indicators of the LM416 phones will recognize standard telephones. When a call is placed on hold at a LM416 telephone, it can be taken off hold at a standard telephone.

## **Call Privacy**

Call privacy is NOT observed by standard telephones. A standard telephone on any line has access to that line at any time, whether or not it is being used by a LM416 telephone.

## **Intercom**

Standard telephones cannot use the intercom feature to communicate with LM416 telephones.

## **Fax Machines and Modems**

The line indicators of the LM416 telephones will light when fax machines or modems are using a line.

## **POWER FAILURE OPERATION**

The LM416 uses AC power from a standard wall outlet. As long as the telephone is connected to a wall outlet, it will operate using the AC power. **Please remember to plug your telephone into a wall outlet that is not controlled by a wall switch.**

If AC power is disconnected or there is a power failure, the LM416 can still operate on Line 1 for making or receiving emergency calls. When the power is restored, the telephone automatically switches back to AC power and resumes normal operation. However, all feature settings and memory numbers will be maintained.

## Appendix A—Menu Tree

<b>Phone Setting</b>	L2 Ringer
<b>Station Number</b>	Y
11	N
12	L3 Ringer
13	Y
14	N
15	L4 Ringer
16	Y
17	N
18	Off Hook Ring
19	Y
20	N
21	<b>Intercom Prefs</b>
22	Intcm:
23	HANDSFREE
24	RING
25	VOICE
26	Pages:
<b>Do Not Disturb</b>	ALLOWED
Y	BLOCKED
N	<b>Line Type</b>
<b>Ringer Settings</b>	L2
L1 Ringer	COMMON
Y	PRIVATE
N	UNCOMMITTED

L3	#4
COMMON	#5
PRIVATE	#6
UNCOMMITTED	#7
L4	#8
COMMON	L3:RING SOUND
PRIVATE	#1
UNCOMMITTED	#2
<b>Auto Seize</b>	#3
L1	#4
L2	#5
L3	#6
L4	#7
INTCM	#8
<b>Distinctive Ring</b>	L4:RING SOUND
L1:RING SOUND	#1
#1	#2
#2	#3
#3	#4
#4	#5
#5	#6
#6	#7
#7	#8
#8	<b>Area Codes</b>
L2:RING SOUND	Home Code
#1	Local Code 1
#2	Local Code 2
#3	Local Code 3

Local Code 4	L4 CID Store
Local Code 5	ON
Local Code 6	OFF
1Plus7 Code1	<b>Toll Restriction</b> (Note: Code must be entered)
1Plus7 Code2	
1Plus7 Code3	Set Restricted #
1Plus7 Code4	1
1Plus7 Code5	2
1Plus7 Code6	3
<b>Telco VMWI</b>	4
VMWI	5
Line 1	Set Allowed #
Line 2	1
Line 3	2
Line 4	3
OFF	4
VMWI	5
FSK	Line Restriction
STUTTER	L1
<b>Caller ID Store</b>	Normal
L1 CID Store	RESTRICTED
ON	L2
OFF	Normal
L2 CID Store	RESTRICTED
ON	L3
OFF	Normal
L3 CID Store	RESTRICTED
ON	
OFF	

L4	<b>CIDCW</b>
Normal	HIGH SENS
RESTRICTED	LOW SENS
<b>Station Naming</b>	OFF
11	<b>Memory Setting</b>
12	Select Location
13	Enter Number
14	<b>Time/Date Set</b>
15	TIME
16	AM/PM
17	DATE
18	<b>Advanced Setting</b>
19	<b>Erase Memory</b>
20	<b>Erase Settings</b>
21	<b>Erase Toll Restr</b>
22	<b>Headset Type</b>
23	Jack Type
24	2.5mm
25	RJ
26	<b>Flash Time</b>
<b>Hold Remind</b>	600ms
30s	1s
1min	100ms
2min	300ms
OFF	<b>Hold Drop</b>
<b>Centrex Prefix</b>	30 MIN
<b>Message Lamp Reset</b>	5 MIN
	15 MIN



**Hold Release**

OFF

ON

**Station #**

NORMAL

LOCKED

**Loop Detect**

48V

24V

12V

OFF

**Tone/Pulse**

TONE

PULSE

## Appendix B - Trouble Shooting Guide

- No Display or Lamps  
Make sure that the Power Transformer is plugged into an electric socket not controlled by a wall switch
- No Dial Tone  
Check all line connections. If possible check your jack wiring by testing a non-system telephone at the jack in question. If a standard telephone does not work, then the local telephone company lines or your house wiring may be causing the problem
- The LED's are Flashing and the Display reads “Station #??”  
Press soft key “Change” to assign this telephone a station number.
- There is no dial tone on the handset, but the speakerphone works.  
Replace the handset from another LM416 telephone. If this solves the problem, then contact Technical Support for assistance.
- The Intercom does not work Or The telephone does not show the status of other telephones Or There is a delay in getting dial tone Or The Telephone remains on hold after the call is picked up at another station.  
The problem may be with your installation. Make sure that the lines are installed correctly and that line 1 is common on all system telephones.  
The problem may be caused by outside interference. Disconnect line one at the cable terminal. If this solves the problem, then the interference is coming from the telephone company.  
The problem may be caused by DSL filters. Never connect a line that has a DSL Circuit on Line 1. Never connect a DSL filter on Line 1

The problem may be caused by one defective telephone.  
Disconnect one instrument at a time to determine if a particular telephone is causing the problem.

- Crosstalk or other interference

The most common cause of crosstalk is the use of flat cable.  
Be sure to use supplied line cords. You must use twisted-pair line cords.

- The line LED flashes when a call comes in, but the telephone does not ring.

Make sure that the Ringer is on and that “Do Not Disturb” is off.

- You cannot join a telephone call in progress.

The Call Privacy feature prevents another LM416 from interrupting a call in progress. If you don't want Call Privacy in your system, then go into system programming on station 11 and turn it off.

- The telephone line status indicators stay lit, even though the line is not in use.

If this line is not connected, then program it as unconnected.  
If this line is connected and you have dial tone, then adjust loop voltage detector setting.

## FCC Information

This equipment complies with Part 68 of the FCC rules. On the base of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company. The FCC requires that you connect your telephone to the telephone network through a modular telephone outlet or jack, which must comply with FCC part 68 rules.

The modular telephone outlet or jack to which your LM416 telephone must be connected is a USOC RJ11C or RJ14C. The Facility Interface codes (FIC) for your LM416 telephone is 02LS2 which is a 2-wire, Local Switched Access, Loop-start.

The Ringer Equivalence Number (REN) is used to determine the quantity of devices which may be connected to the telephone line. The REN for your LM416 telephone is 0.2. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of the RENs should not exceed five (5). To be certain of the number of devices that may 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 LM416 telephone causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may 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 in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with your LM416 telephone, please contact

International Resources Inc. - Repair Center  
9325 Uptown Dr, STE 900  
Indianapolis, IN 46256  
888-772-5200

If the trouble is causing harm to the telephone network, the telephone company

may request you remove the equipment from the network until the problem is resolved. Do not attempt to repair or modify this equipment. Please contact IRI for information on obtaining service for this product.

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.)

This equipment is hearing-aid compatible. This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

**Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio TV technician for help.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

**Automatic Dialers:** When programming emergency numbers and/or making test calls to emergency numbers remain on the line and briefly explain to the dispatcher the reason for the call before hanging up. Perform such activities in the off-peak hours, such as early morning hours or late evenings.

## **TELEPHONE REPAIR**

**DO NOT ATTEMPT TO REPAIR THIS PRODUCT YOURSELF.**

Telephones manufactured by INTERNATIONAL RESOURCES, INC. (IRI) must be returned to us for repair. You can return your telephone to IRI for repair or replacement in accordance with our LIMITED WARRANTY. IRI warrants this product against defects in material and workmanship in accordance with our LIMITED WARRANTY.

If your telephone is returned for repair, include a copy of your sales receipt containing the date of purchase. **DO NOT INCLUDE THE ORIGINAL SALES RECEIPT.** If date of purchase is not included, the factory date printed on the label on the bottom of your telephone will be used as the date of purchase. The factory date allows six months for distribution and sale of this product. If you return your telephone for repair, the warranty period is not extended. The original date of purchase continues to apply to your warranty.

**OUT-OF-WARRANTY REPAIR** We will repair this product for a nominal fee after the LIMITED WARRANTY has expired if you send it to us in a complete and undamaged condition. The repaired unit will be shipped to you C.O.D., freight collect.

**RETURN-FOR-REPAIR PACKAGING** If you are returning a unit to us for repair, package it carefully, preferably in the original carton. Be sure to include your return address, a copy of the sales receipt showing date of purchase, and a note with your name, telephone number, return street address, and describe the problem that you have with your Telephone. Shipping must be prepaid. If the telephone is in warranty, it will be repaired or replaced, at our option, at no cost to you, and it will be returned shipping prepaid. Ship your telephone (shipping prepaid) to:

International Resources Inc. - Repair Center

9325 Uptown Drive, STE 900

Indianapolis, IN 46256

## LIMITED WARRANTY

If you purchased this product new in the U.S. or Puerto Rico, **INTERNATIONAL RESOURCES, INC. (IRI)** warrants it against defects in material and workmanship for a period of one (1) year from the date of original purchase. This warranty is in lieu of all other express warranties. During the warranty period, **IRI** agrees to repair or, at its option, replace the defective product, or any part of it without charge for parts or labor. This is your exclusive remedy. This warranty does not cover damage resulting from accident, misuse, abuse, improper installation or operation, lack of reasonable care, the affixing of any attachment not provided by **IRI** with the product and loss of parts. The warranty is voided in the event any unauthorized person alters or repairs the unit. Telephone companies use different types of equipment and offer various types of services to customers. **IRI does not warrant that this product is compatible with the type of equipment of any particular phone company or the services provided by it.**

**IRI** DISCLAIMS ANY IMPLIED WARRANTY, INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AS OF THE DATE ONE YEAR FROM THE ORIGINAL PURCHASE OF THE PRODUCT. **IRI** ASSUMES NO RESPONSIBILITY FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSION AND LIMITATION MAY NOT APPLY TO YOU.

If failure occurs and your telephone is in warranty, service shall be provided by returning it to

International Resources Inc. - Repair Center  
9325 Uptown Drive, STE 900  
Indianapolis, IN 46256

**Shipping Prepaid.**

The product will be repaired or replaced if examination by us determines the product to be defective. Telephones received damaged as a result of shipping will require you to file a claim with the carrier.