



## Quick Reference Guide

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## **Making a Call**

You can lift up the handset dial 9 (outside line) then dial the telephone number, or with the handset Down just dial 9 then the number which will be in hands free mode.

## **Transfer Calls**

While on a call, press the transfer button (TRSF), your call will automatically be put on transfer hold.

Dial the extension number or external number you require, announce who is calling and then hang up.

You can toggle between the parties by pressing the transfer key.

## **Forward all calls when busy, no answer or DND (Do not Disturb)**

Below are the instructions to forward your phone to voicemail when you are busy or there is no answer.

- Dial 604
- Enter the voicemail group number (7030=509, 7100=519, 7200/7400=539)

Follow the same process to forward all calls to the voicemail extension for:

- No Answer – 603
- Busy & No answer –604
- DND-use lcd

You will only have to use the scroll button to view the B/NA and DND button.

Once you have programmed your phone to forward to the voicemail you should not have to set this up again.

## **Forward all Calls**

If you were to be out of the office you may want to forward all calls to an external number for example a mobile. You have to programme the phone in the same way as above and enter the number you wish all the calls to be forwarded to (Note this can also be forwarded to your voicemail extension number)

- Dial 601
- Type in the number (remember to dial 9 for an outside line)

Automatically you will see on the Screen the number entered. (Internal or External)

You are able to clear all forwards by dialling 600 it will be displayed on the screen that all forwarded types cleared.

## Setting up your Voicemail.

- Press VMMSG Key or dial voicemail group (7030=509, 7100=519, 7200/7400=539)
- Enter your password (default 0000)
- Press 0 (options)
- Press 5 (personal greeting)
- Press 7 (edit or record voicemail)
- Review press 1
- Re-record press 3
- When finished recording press # to save the recording

### Example of voicemail recording:

*You have reached (Full Name) at (Company name) voicemail, I am currently away from my desk or on another call at the moment. Please leave a message after the tone and I will return your call as soon as possible. Alternatively, please dial zero now to talk to a colleague.*

You must make sure you change your voicemail message when you are on holiday or out of the office and check your voicemail regularly.

## At this menu you can also change your password by keying # 7.

### Access/Retrieve Voicemail

To access your voicemail select VMMSG Key or dial voicemail extension  
Enter your password (Default 0000)

When listening to the main Menu you will be given options depending on whether you have, or do not have, messages in your mailbox.

WHILE LISTENING TO MESSAGES, you can either navigate via the soft keys (buttons under the screen) or use the keypad as shown below.

<b>1 PLAY MESSAGES</b>	<b>2 SAVE MESSAGES</b>	<b>3 DELETE MESSAGES</b>
<b>4 REPLY</b> Allows you to leave a message in the senders mailbox	<b>5 CALL</b> Makes a call to the extension , or external number ( if available)	<b>6 FORWARD</b> Forwards the message to another users mailbox
<b>7 REWIND</b>	<b>8 PAUSE</b>	<b>9 FAST FORWARD</b>
<b>* CANCEL</b>	<b>0 OPTIONS</b>	<b># SKIP MESSAGE</b>

To access your voicemail remotely dial your DDI number and while listening to your outgoing message greeting key # **Followed by your password**, you can then use your telephone keypad to navigate.

## **Pickup other calls**

To pick up calls within your allocated call group just press the Pickup button if you have one.

You can still pick up other calls even if you are not in the same group or have a pickup key by dialling 65 and then dial the number of the ringing extension.

## **DND**

You must ensure that your DND has been set to go to your voicemail or another extension number as if you receive a call the caller will only hear an engaged tone rather than being put through to voicemail. Please see section – Forward all calls process.

You should only put your phone on DND if authorised.

## **Hold call and pickup.**

You can put callers or internal calls on hold by pressing the hold button. To retrieve the caller back you can either press the hold button or the flashing green call button.

There are two options to put on hold.

- Press hold once, (System Hold) the call will recall back to you within 45 seconds, if you are able to answer the call will then go to the operator. While the phone is ringing anyone can pickup your call.
- Press hold twice, (Exclusive Hold) the call will recall back to you within 45 seconds, no one can pickup the call and it will stay on your phone this call is exclusive to you.

## **Speed dials – Memory**

You can store your frequently dial telephone numbers in you personal speed dial list. An extension has 10 (00-09) speed dial numbers by default but may be assigned up to fifty (00-49). Your system administrator can tell you how many are assigned to your extension.

To save personal numbers in your Speed Dial Memory follow the instructions below:

- Press transfer key (TRSF)
- Key in 105
- Enter speed Dial Number for example 00,01,02 (use the right soft key to navigate the cursor under the number)
- Press trunk number – 9 (outside line)
- Dial the number you require
  
- To allocate a name to a speed dial key in 106
- Type in the name using the keypad.
- The + on the volume keys is a space
- Hold Key will delete the line is you make a mistake
- Once complete press the transfer key to store details.

To dial a memorised number press and hold the number eg: 00 hold 0. This will then automatically dial the programmed number.

### **Dialling from Directory**

To access your personal speed dial numbers or the system speed dials from the directory follow these instructions:

- Press the DIR soft button or
- Press the scroll button
- Select CALL using the soft key under the screen
- Press scroll key twice
- Select DIR using the soft keys under the screen
- You will then get the option to look at the PERS (personal) /SYS (system) /STN (station) directory (select which directory by using the soft keys under the screen)
- Enter the first letter of the name you require then use the volume keys to scroll through the names
- Once you have found the number you can either dial or view the number using the soft keys under the screen to select.

### **Conference Calls**

You can have conference calls up to five parties (you and four others) with a maximum of two external parties (eg: outside lines or remote extension) in any order.

- While engaged in a conversation with the first party, Press the CONF key (soft key under CONF on screen)
- Dial the number or extension required to join the conference (continue this process until all parties have joined)
- To join all parties together press the CONF Button

*Note: When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Press the **CONF** key again to return to your previous conversation.*

### **To Drop a Party From Your Conference Call:**

1. Press the **CONF** key or the CONF soft key and dial the extension or line Number that is to be dropped.
2. Press the **CONF** key or the CONF soft key again to re-establish the conference without the dropped number.
3. To leave a conference, hang up. Control is passed to the next internal extension.

## **Programmed Messages**

When you will be away from your phone for any length of time you may leave a programmed station message. If someone calls internally they will be able to see the message on their screen and be informed of your status.

- Dial 48 plus any of the message codes 01-10 (listed below)
- To cancel this message, dial 48 plus 00
  
- Press TRSF dial 115 use volume keys to scroll through options
- Select message required
- Confirm by pressing right soft key (under screen)
- Press TRSF to exit programming

## **Meet me Page**

- Lift handset
- Press the scroll key, the OTHER soft key (under screen) and the MMPG soft key or
- Dial 54
- After the attention tone, instruct the page person to dial 56 (meet me answer)
- Press the TRF key remain off hook until the person dials 56 from any phone
- The paged person will be connected with you automatically

## **Pickup Call on Hold at another extension**

- Dial 12
- Enter extension number or line number
- You will be connected to caller

## **How do I add / edit your name on the telephone?**

- Press Transfer then 104. The display will show your extension number and STN Name.
- Use the number keypad to spell your name (Max 11 characters)
- To move your cursor along press the volume key.
- Press Transfer to save and exit.

## **How can I change the ringing tone on my phone?**

- Press transfer then 111. The display will show your extension number and the ring tone selection number.
- Press 1 to 8 to hear the different tones or press the volume control to scroll through each tone.
- Once you have selected a tone, press transfer to save.
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For service requests and any queries about your system  
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