

RECEIVING CALLS				
TO ANSWER YOUR OWN EXTENSION	Lift handset OR press SPK key			
NIGHT BELL PICK UP	Dial *82 (Night Bell to be setup in PU Group 2)			
TO ANSWER ANOTHER RINGING EXTENSION	<u>GROUP CALL PICK UP</u> Dial * 0 Where ringing extension is in the same pickup group, OR <u>DIRECTED CALL PICK UP</u> Dial * then the ringing extension number			
TRANSFERRING CALLS				
TRANSFER	Press HOLD to place caller on hold Press the extension button, OR dial the extension number Wait for an answer (optional), Press the TRF key Replace handpiece			
To camp the call onto an engaged extension	Inform your caller the extension is engaged, transfer the call as above, and hang up. <i>(if the call is unanswered it will return to you)</i>			
If you have transferred the call and want the caller back	If you have not hung up : - Press the line key flashing in green OR If you have hung up : - Press the line key slowly flashing in red			
HOLDING CALLS				
TO HOLD A CALL AT YOUR EXTENSION	TO HOLD	TO RETRIEVE THE CALL ON HOLD		
	Press HOLD key If you press the hold key twice the call will be on exclusive hold and can only be picked up from your extension	FROM YOUR PHONE Press slowly flashing green line key	FROM ANOTHER KEYPHONE Press slowly flashing red key line	FROM A STANDARD PHONE Dial 8 then dial line number (01-08)
OTHER FEATURES				
CALL FORWARDING	<ol style="list-style-type: none"> Press PRG key Select and enter one of the following options (1-3) <ul style="list-style-type: none"> 1 = Forward ALL calls 2 = Forward calls on BUSY 3 = Forward calls on BUSY / NO ANSWER Enter the extension number you wish your calls to divert to OR if the Call Forward is external : Press the DSS key you have pre-programmed as a personal speed dial key <p>To Cancel : follow steps 1 & 2, but then enter your extension number</p>			
<i>Diverts your phone to ring at an alternative extension</i>				

CONFERENCE CALLS	<ol style="list-style-type: none"> While you are engaged in conversation Press HOLD key (1st caller goes on hold) Make second call When 3rd party answers, press DND/CN key to connect all party's together 										
WHEN YOUR OWN MESSAGE INDICATOR IS LIT	Lift handset or press SPKR Press MSG key flashing red <i>This automatically rings the extension that activated your message light</i>										
PAGING	Dial # 1 for internal all page Dial # 9 for External (Must have external Paging unit) Dial # 0 for Internal and External										
DO NOT DISTURB	While handpiece is on-hook Press DND to activate or deactivate										
BACKGROUND MUSIC	While handpiece is on-hook Press # to activate or deactivate										
ABSENT MESSAGES	<p>TO SET</p> <ol style="list-style-type: none"> Press PRG Press MSG Select and enter message number (0-9) below including time, date, or extn as required: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">0 = Vacation (enter date)</td> <td style="width: 50%;">1 = Will be back (enter time)</td> </tr> <tr> <td>2 = Lunch (enter time)</td> <td>3 = Meeting (enter time)</td> </tr> <tr> <td>4 = Call (enter ph number)</td> <td>5 = DND (enter time)</td> </tr> <tr> <td>6 = Call ext number (enter ext)</td> <td>7 = Off duty (enter time)</td> </tr> <tr> <td>8 = Business trip</td> <td>9 = Customised message</td> </tr> </table> <p>4. Press SAVE key</p> <p>TO CANCEL</p> <ol style="list-style-type: none"> Press PRG Press MSG Press SPKR 	0 = Vacation (enter date)	1 = Will be back (enter time)	2 = Lunch (enter time)	3 = Meeting (enter time)	4 = Call (enter ph number)	5 = DND (enter time)	6 = Call ext number (enter ext)	7 = Off duty (enter time)	8 = Business trip	9 = Customised message
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CHANGING THE RINGER TONE	<ol style="list-style-type: none"> Press PRG and dial 65 Press 1-8 on your keypad to hear and select a setting of your choice. Press SPKR to end. 										
VOLUME ADJUSTMENT	<p><i>To permanently adjust Ringer, Speaker, Handset, volumes.</i></p> <ol style="list-style-type: none"> Press PRG and dial 6 Press 1 for Ringing volume, or 2 for Speaker volume, or 3 for Handset volume. Press # to increase OR * to decrease volume or use the volume up/down keys Press PRG key 										

OPERATOR PROGRAMMING

From a Console Phone Only

SYSTEM SPEED DIALING

To Program Numbers

1. Handpiece remains in cradle
2. Press PRG key
3. Dial 87
4. Dial speed access code 100-199
5. Press SAVE key
6. Enter the telephone number you wish to store
7. Press SAVE key
(Saves the number and scrolls forward numerically to the next speed dial)
8. Repeat steps 6 & 7 to continue entering further speed dials
9. When you have finished, press SPKR key

N.B. "REDIAL" key deletes an incorrect entry

To Name Speed Dials -

Insert following after step 6 .

7. Depress "Mic" key twice.
8. Input the name for the related speed dial by the following function keys.

Key Pad	Depress 1 time	Depress 2 times	Depress 3 times	Depress 4 Times
1	Q	Z	Space	1
2	A	B	C	2
3	D	E	F	3
4	G	H	I	4
5	J	K	L	5
6	M	N	O	6
7	P	R	S	7
8	T	U	V	8
9	X	Y	Z	9
0	.	:	&	0
*	-	/	!	*
#	()	\$	#
DSS3	Cursor Left			
DSS4	Cursor Right			

9. Press SAVE key to store the data
10. Repeat steps 6 to 9 to continue inputting and naming speed dials.

CHANGING DATE AND TIME

1. Handpiece remains in cradle
2. Press PRG key
3. Press HOLD key, then dial 7
4. Press SAVE key (current date/time is displayed)
5. Make your entry
(Month; Day of month; Year; Hour; Minute; Day of week)
6. Press SAVE key
7. Press SPKR

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Quick Reference / Training Guide

KEYPHONES

MAKING CALLS	
OUTWARD DIALING	Dial 9
INTER OFFICE CALLING	Dial extension number, OR Press the relevant extension button If extension is engaged or does not answer Press MSG To leave a message notification for callback
Voice Call	Dial extension number, Press 3 (May toggle between voice call and voice by dialing 3)
REDIAL	Press REDIAL key
AUTOMATIC REDIAL	1. After you have dialed a number that is busy press SAVE key 2. When you are ready to redial, press SAVE key <i>If the number is still busy, the system will redial the number at regular pre-set intervals.</i>
SPEED DIALING	
SYSTEM SPEED DIALING	Press SPD key Dial the 3 digit access code <i>Accesses your company's most frequently dialed numbers</i>
PERSONAL SPEED DIALING	<u>TO STORE YOUR PERSONAL SPEED DIALS</u> 1. Handpiece remains in cradle and SPKR key off. 2. Press PRG key 3. Dial 8 4. Select and dial the speed access code 0-9 <small>or DSS key 1 - 10</small> 5. Enter the telephone number you wish to store 6. Press SAVE key 7. Press SPK Key <u>TO USE PERSONAL SPEED DIALS</u> 1. Press SPD key and dial 0 2. Dial your personal access code i.e 0-9 <small>or DSS key 1 - 10</small>