

ADVANCED HANDSET USER GUIDE

The Handset



Call Status Indicator

The call status indicator will show the following symbols:

Line 1 is on hold	Line 1		Dave	Dave's extension is free
You are using Line 2	Line 2		Jo	Jo's extension is engaged
Line 3 is ringing	Line 3		Clare	Clare's extension has a DND function switched on
Line 4 is being transferred	Line 4		Sue	

Voicemail / Messages Indicator



If you have waiting messages/voicemail your indicator will flash green

The Handset Keys and Symbols



'Disconnect Call' Key



'Voice Mail' / Text Mail' Key

Menu

"To check/modify your programming"



'Loud Speaker' Key (On/Off)



'Handsfree Speech' Key (On/Off)



'To check or modify your programming' Key



Reduce Loud Speaker or Receiver Volume



Increase Loud Speaker or Receiver Volume



'Mute' Key

The Navigator Pad

Access different areas of functions on the display panel (LCD). Use the arrows to move left, right, up or down.

To access features in the top line of the display arrow upwards, you will see a flashing cursor next to the top of features.

Please not that if your extension numbers begin with anything other than 2 or 3 the relevant feature codes are prefixed with a *.



Making Internal Calls

- ◆ Dial the extension number required or press the relevant key.

Making external calls

- ◆ Dial **9** and then the telephone number

Answering Calls (Internal & External)

- ◆ Lift the handset or press the HANDSFREE key. An internal call will be 1 long ring. An external call will be 2 short rings.
- ◆ Check the display, which will tell you the name of the internal caller or will show the external number calling you.
- ◆ If the display shows **** it is a number withheld call.
- ◆ If you are using a headset answer the call by pressing the HANDSFREE key and use the **DISCONNECT CALL** key to finish your call.
- ◆ N.B. Your **GROUP SUPERVISION** key will flash if there are further calls coming in on the main number.

To set a call back (if an extension is busy)

- ◆ Lift handset, dial the extension number required.
- ◆ On hearing a busy tone, press your **CBACK** key in the display.
- ◆ When the extension becomes free your phone will ring, when you lift your receiver the called extension will ring immediately.
- ◆ This function will only work on internal calls.
- ◆ To cancel a call back press your # key. NB It is only possible to set 1 call back per busy extension.

To transfer a call

- ◆ Dial the extension number required or external number prefixed with a 9 (announce the call if applicable). Press the **TRANSFER** key in your display. NB External transfer is only possible if the facility has been requested on your system.

To cancel the transfer

- ◆ If there is no answer or the extension user does not wish to take the call, press the **DISCONNECT** key to disconnect from the extension and the **RELEVANT LINE KEY** to return to the caller.
- ◆ If you have not announced the call and the extension user does not respond to the transferred call, it will return to you with the following information in your display: **Extension Number - Telephone Number - Recalling**

To hold a call

- ◆ Press the **HOLD** key in your display.

To regain a held call

- ◆ Press the relevant line key where you see your caller holding. If the call has been holding for 45 seconds it will ring back to you, the display will say recalling, to answer lift the receiver or hit the relevant line key.

To answer a call for another extension that is in your pick up group

- ◆ Press your **PICK UP** key or dial *14. This will intercept the longest waiting call ringing to your group.

To answer a call for another extension that it not in your pick up group or a specific extension

- ◆ Dial *13 and the extension number required.

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To intercept a call on the main telephone number when the system is in night service

- ◆ On hearing the Night Service phones ringing dial *15 to intercept the call. If your phone rings with Night Service calls you can lift your receiver to answer the call.

To send MF Touch Tones – DTMF (needed when dialling into external voicemail or auto attendant system)

- ◆ Press your **DTMF** key in your display. You can now follow the voice prompts by pressing the requested digits on your keypad.

To set automatic answering (Please turn off when you leave your desk)

- ◆ When your phone is idle press the **MUTE** key. Any internal calls received will be automatically connected on Handsfree.
- ◆ To cancel, press the mute key again. If auto answer is active the small red light beside the symbol on the key will be visible.

To mute a call during a conversation

- ◆ While speaking press the **MUTE** key. This will stop the caller hearing what you are saying but will allow you to continue listening to the caller. As with auto answer the red light will be visible to let you know your call is being muted.
- ◆ To cancel, press the key again.

To park a call

- ◆ This feature enables you to leave a call on one extension and retrieve the call from another extension.
- ◆ When you have a call active press your **PARK** key or dial *12, then replace the handset.

To retrieve a parked call

- ◆ From any phone on the system press your **PARK** key or dial *12 plus the extension number of where the call was originally parked.

To put the system in and out of night service

- ◆ Press your **NIGHT** key and enter your password, **help1954**. Every display will show 'Restricted Mode'.

To set an operator divert

- ◆ Press **OPERATOR DIVERT** key.
- ◆ Enter destination, which must be a system speed dial code e.g. 7000, internal extension number or Hunt Group Number.
- ◆ Enter your password, **help1954**.

To make a call using the speed dial numbers (company directory)

- ◆ Dial the speed code (from 7000-7999). Please note you do not have to dial 9 for an outside line.

To dial by name (company directory only and internal extension users)

- ◆ Enter the first two letters of the name using the keyboard.
- ◆ Press **SEND** (in your display). If you wish to be more specific just enter more letters for your search.

To make a broadcast announcement

- ◆ Dial the Broadcast Group Number (From *41-*48) wait for the beeps, everything you say will be broadcast through the loudspeaker of all phones within that group

Programming ringing tones and volume of ring

- ◆ Arrow right once using the direction panel. Select **CUSTO** in your display.
- ◆ Select **SET** in your display.
- ◆ Select **MELODY** in your display. The phone will play your current ring tone and volume.
- ◆ Pressing the soft key below **TUNE** will take you through the 8 different tunes available.
- ◆ Pressing the soft key below **LEVEL** will take you through the 7 different volumes available.
- ◆ When you are happy with your choice, press soft key below **OK**, then **BACK**, then **EXIT**.

Programming the contrast of your handsets screen and icons

- ◆ Arrow right once using the direction panel. Select **CUSTO** in your display. Select **SET** in your display.
- ◆ Select **CNTRST** in your display.
- ◆ Press soft keys below screen and icon to see the various options and when happy press **OK**, then **BACK**. Then **EXIT**.

To programme personal speed dial numbers (You have 30 possible entries)

- ◆ Press **PER/SPD**. Press i, select soft key in display that you wish to programme the number under.
- ◆ Enter name using keypad press **OK**. Enter number prefixed by a 9 press **OK**.
- ◆ To access press **PER/SPD** key and select relevant name from display.

To put your phone into headset/handset mode

- ◆ Arrow right once using the direction panel. Select **CUSTO** in your display. Select **SET** in your display.
- ◆ Select **HANDSET** in your display.
- ◆ Press **CHOICE** in your display to turn headset on or off. Press **OK** to confirm your choice, then **BACK**, then **EXIT**.

To clear Text Messages for Missed Calls

- ◆ Press your **MAIL** key. Select **TEXT** in your display. You will see the telephone number of the missed caller.
- ◆ Press **CLEAR** to delete or **CALL** to call the missed caller back, then **EXIT**.

To remove your phone from a hunt group

- ◆ Dial * **66** and the group number that you want to withdraw from.

To put your phone back into a hunt group

- ◆ Dial * **67** and the group number that you want to become a member of.

To lock your phone (This will stop any body making external calls from your extension)

- ◆ Press your **LOCK** key in your display. Enter your password (default **1515**).

To unlock your phone (This will allow external calls to be made from your extension).

- ◆ Press your **LOCK** key in your display. Enter your password (default **1515**).

To use the STOREN/NBSAVE option (This allows you to save a specific telephone number to dial at a later time).

- ◆ When dialling a number and hearing the engaged tone or no answer press **NBSAVE** this will save that specific telephone number. When you want to try it again press **STOREN**.