










Telephone User Instructions

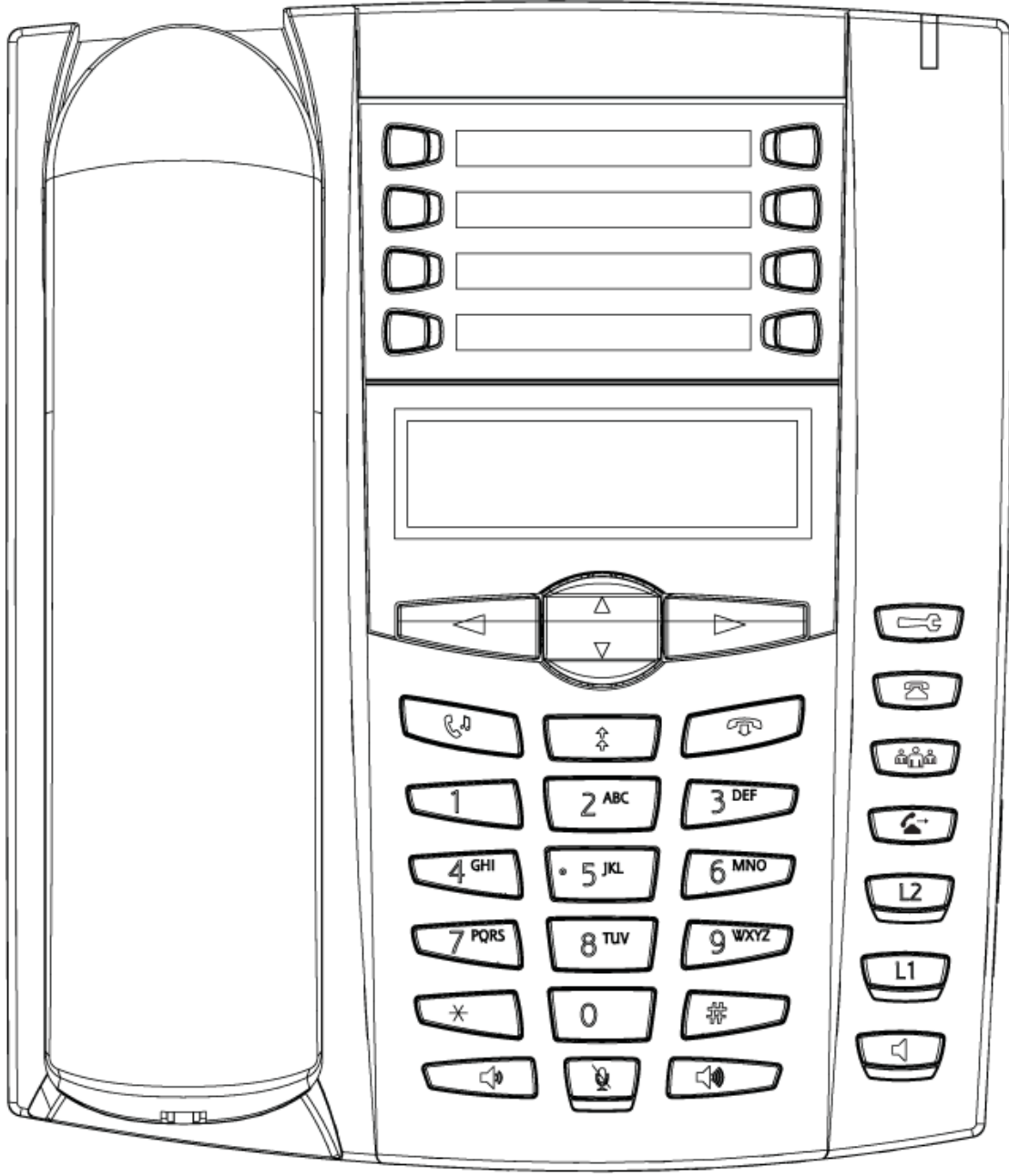
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Telephone System Basic User Instructions.

1. Key Panel



<u>Keys</u>	<u>Key Description</u>
	Hold key - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
	Redial key - Redials up to 100 previously dialed numbers. Pressing the Redial key twice redials the last dialed number.
	Goodbye key - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	Volume control key - Adjusts the volume for the handset, ringer, and hands free speaker.
	Navigation keys - Pressing the UP and DOWN arrow keys lets you view different status and text messages on the LCD display (if there is more than 1 line of status/ text messages). These buttons also let you scroll through menu selections, such as the Options List. Pressing the LEFT and RIGHT arrow keys lets you view the different line/call appearances. While in the Options List, these keys allow you to exit or enter the current option. When you are editing entries on the display, pressing the LEFT arrow key erases the character on the left; pressing the RIGHT arrow key sets the option.
	Speaker key - Transfers the active call to the speaker, allowing hands free use of the phone. Switched between headset and speaker depending on audio mode setting.
	Options key - Accesses services and options to customize your phone. Your System Administrator may have already customized some of your settings. Check with your System Administrator before changing the administrator-only options.
	Callers List key - Accesses the last 200 calls received.
	Conference key - Begins a conference call with the active call.
	Transfer key - Transfers the active call to another number.
	Line/Call Appearance keys - Connect you to a line or call.
	
	Mute - mute the handset, headset, or speakerphone. When you use the mute key on your phone, you cannot be heard on an active call or on a conference.

2. Making and Receiving calls

2.1 Incoming calls

All incoming calls will be routed as guided by management. To answer a call either lift the handset or press the speaker key to answer the call hands free.

2.2 Outgoing calls

A call can be made either by lifting the handset or hands free.

Handset – Lift the handset. Enter the number to dial, followed by the right navigation key (as prompted on the phone display).

Hands free – Enter the number to dial, then press the speaker key.

The area code must be dialled for local calls.

2.3 Re-dial



The phones will store the last 100 numbers dialled. Press the re-dial key to display the last numbers you called on the display. Press re-dial again to make the call. You can use the navigation keys to select the number to re-dial.

The re-dial list is also available during an active call.

2.4 Missed/Received calls



The phones will store the last 200 calls that have been received. Press the phone key to view the call history. Then use the navigation keys to scroll up and down the received calls.

If the handset is off hook, press L1 to make the call. To make a call on hook either lift the handset or press speaker.

2.5 Internal calls (and call pickup)

All extensions can be dialled internally by dialling the extension number. If another extension is ringing this can be picked up by dialling *8 from another phone.

2.6 Call Transfer



To transfer a call to another extension (or external number) follow these steps:

- Press the transfer key followed by the extension number (or external number to forward to and then press the right navigation key.
- You are then connected to the new extension and the customer will hear hold music. You can now introduce the call
- To transfer the call, hang up the handset.
- Both parties are now connected.

If the person you are transferring too is not available you can pull back the call by press the line key that is flashing. You will then be speaking again to the original caller.

2.7 Call Forward

Turn on:

- Press the call forward key at the top of the phone
- Scroll down with the down navigation key until the screen displays “Activate”. Press the right navigation key to Enter
- Dial the extension or number to forward to
- Press the down navigation key to Enter
- The call forward light will now be lit and the screen will display CFWD set

Turn off:

- Press the call forward key
- Scroll down with the down navigation key until the screen displays “Deactivate”
- Press the right navigation key to Enter
- Call forward is now deactivated

2.8 Hold



You can place a call on hold by pressing the hold key. When you place a call on hold only your phone can retrieve the call.

To retrieve the call, press the hold key again.

While a call in on hold a line/call appearance light begins flashing and the caller will hear hold music while they are on hold.

While a customer in on hold you can make another call.

- To make a second call press L2, you will then get dial tone.
- Dial the number you wish to speak too and the call will connect.
- You can toggle between calls by pressing the corresponding Line key.
- To hand up either line. Make sure you are on that line then press the

goodbye key.



3. DND – Do not Disturb

To enable the DND function, press the DND button. The screen will display “DND activated”.

To cancel simply press the same button a second time. The DND button will light up when the function is enabled.

4. Ringer volume



The ringer volume can be increased and decreased by pressing the loud speaker icons at the bottom of the phone. Bottom right to increase and bottom left to decrease.

5. Loud Speaker



You can transfer a call between the handset and loudspeaker (hands free) by pressing the green speaker key. To change the call back to the phone handset, press the speaker key again to toggle back.

6. Mute



A call can be put on mute by pressing the microphone button at the bottom of the phone keypad. This will enable you to hear the customer but they will not be able to hear you.

7. Voicemail

7.1 New Voicemail

If a voicemail is received it will be displayed on the phone and will inform you how many messages there are in your inbox. All extensions have voicemail.

If a voicemail has been received:

- Dial *97 then the right navigation key
- You will be prompted for your password
- Enter the password (which is the reverse of the extension number).

You can access your voicemail from any other extension:

- Dial *98 then the right navigation key
- You will be prompted for your mailbox
- Enter your extension number
- You will then be prompted for your password
- Enter your password (the reverse of your extension number)
-


Follow the audio prompts for options.

7.2 Personalise Voicemail

You can personalise the voicemail message by following these menu options:

- Login to voicemail as above
- Then press 0 for mailbox options.
- Then press 1 to record your unavailable message.
- After the tone say your unavailable message and then press the # key.
- Follow the prompts to save, listen to your message, or re-record your message.

8. Ringtone

- To change the ringtone of the phone press the options  key for information.
- Scroll down the list of options until you get to “preferences”, and press the right arrow key (Enter key).
- Press the right arrow key again for Tones.
- Press the right navigation key again for Ring Tone.
- Press the down navigation key to scroll through the different ringtones available.
- Press “set” when you have chosen your ringtone.
- Press the red goodbye key to go back to the main menu.

9. Fault Reporting

In the event of a fault call support on 01684 878060 or report via web ticketing system <http://support.northway.net>