



Telephone User Instructions

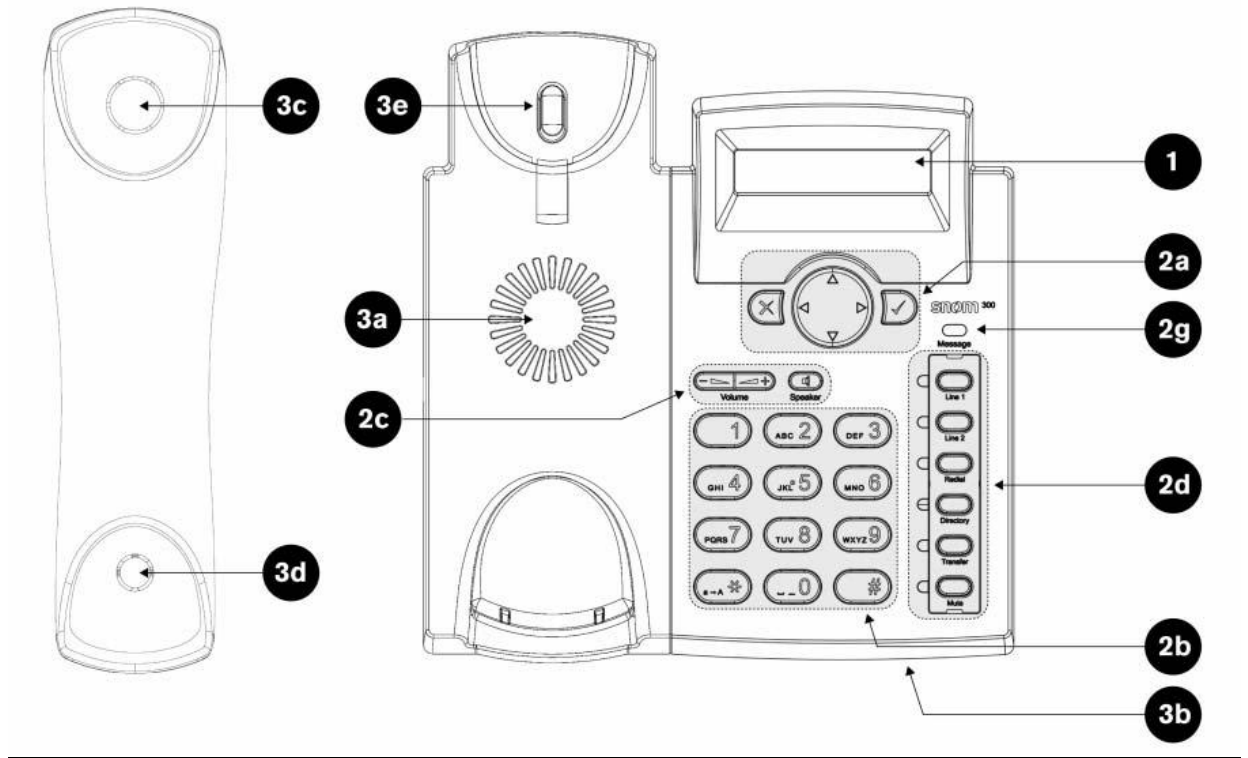
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Telephone System Basic User Instructions.

1. Key Panel



| | |
|----|------------------------------|
| 1 | Display |
| 2a | Navigation Keys |
| 2b | Alphanumeric Keys |
| 2c | Audio Device Control Keys |
| 2d | Free Function Keys with LEDs |
| 3a | Case Speaker |
| 3b | Case Microphone |
| 3c | Handset Speaker |
| 3d | Handset microphone |
| | |

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 confirmation key (tick).

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

The area code must be dialled for local calls.

2.3 Re-dial

Your phone maintains a locally stored list of all dialled calls.

Press the up navigation key to view call history.

Press the right navigation key twice till you get to “Call History – dialled” and press the confirmation key.

Use the up and down navigation keys to scroll through the list of dialled numbers.

2.4 Missed/Received calls

Your phone maintains a locally stored list of all missed and received calls.

Press the up navigation key to view call history.

Press the right navigation key to select either missed or received.

Press the confirmation key.

Use the up and down navigation keys to scroll through the list of dialled numbers.

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

There are two methods of transferring a call. First an “Attended” call transfer where party A wishes to transfer party B to party C and first speaks to party C to introduce the call (also to check that party C is there).

The second method is “blind” transfer when party A transfers party B to party C without waiting for any acknowledgment.

2.6.1 Attended Call Transfer

Party A and B are talking, party A wishes to transfer party B to party C.

- Part A presses the “L1” key on the lamp section followed by the extension number to transfer to.
- Party B hears hold music or silence
- Party C answers the call and party A then announces the transfer then hangs up.
- Party B and party C are connected.

2.6.2 Blind Transfer

Party A and B are talking, party A wishes to transfer party B to party C.

- Party A presses the “transfer” key followed by the extension number.
- Party B hears hold music or silence
- Party A presses OK
- Party B is connected to party C immediately.

The customer will hear hold music while the call is being transferred.

2.7 Call Forward

Type *72 followed by your extension then #, then enter the extension number to forward calls to.
To cancel key *73.

2.8 Hold

You can place a call on hold by pressing the L1 function key.
The screen will display “Calls on hold: 1”.
The customer will hear hold music while on hold.

To retrieve the call press the L1 function key a second time. This can be toggled on and off to place them back on hold if required.

2.9 Mute

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

2.10 Speaker

When in a call you can toggle the call between handset and loud speaker by pressing the speaker key. If the call is in progress on the handset press the speaker key to toggle to loud speaker and vice-versa. To hang up the call simply put down the handset.

3. Voicemail

3.1 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 confirmation 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.

3.2 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.

4. Handset Volume

The handset volume can be increased and decreased by pressing the volume keys while the handset is picked up.

5. Loud Speaker/ Ringer Volume

The loud speaker/Ringer volume can be increased and decreased by pressing the volume keys while the handset is down.

6. Ringtone

- Press the down arrow 10 times until you toggle through the menu option to get to the “Configuration” option.
- Press the confirmation key.
- Press the right arrow 4 times until you get to “Ringtone” or “Ringer”.
- Press the confirmation key to edit.
- Press the left and right arrows to toggle between the ringtone options which will also give you a demo.
- Press the confirmation key to select a ringtone.
- Press the cross to go back to the normal display.

7. Keypad Lock

You can lock the key pad by pressing and holding the * key. This will display a padlock icon on the screen.

To unlock the keypad press and hold the * key until the padlock symbol is removed from the display.

8. Alphanumeric Toggle

When dialling a number you can turn on the alphabet characters on the keypad by pressing the down arrow key with the handset lifted. The options are:

- abc - for lower case
- ABC - for upper case
- 123 - for numeric

If you try to dial a number but characters appear on the screen, lift the handset and press the down arrow until “123” is displayed on the phones display.

If you have the Snom320 phone press the left most button under the display to toggle through the options.

9. Fault Reporting

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