



## MAKING CALLS

<b>OUTWARD DIALING</b>	Dial 0 followed by the desired number
<b>INTER OFFICE CALLING</b>	Press pre-programmed key or dial extension number
<b>CALLBACK</b> <i>If an extension is engaged you may programme your phone to ring you when the extension is free</i>	After you have dialled the extension and hear busy tone Press Cback under screen  To Cancel dial # 99
<b>SAVE REDIAL</b>	Dial number Press StoreN via key under the screen  To dial press StoreN (this is just to store one number only)
<b>REDIAL</b>	Via key under screen or pre-programmed key

## DIRECTORY DIALLING

<b>BY NUMBER</b> <i>Accesses up to 400 Company speed dials by number</i>	Dial the 4 digit speed code
<b>BY NAME</b> <i>Dials Internal and Company names using Directory</i>	From your alpha keypad, enter the first letter/s of the name you require Press NEXT / PREV to scroll to desired name Press SEND (The number is automatically dialled for you)

## PERSONAL SPEED DIALLING

<b>PROGRAMMING</b> <i>Stores and accesses up to 30 speed dials exclusive to your phone</i>	<ol style="list-style-type: none"><li>1. Press Personal Speed key</li><li>2. Press  (Display flashes)</li><li>3. Press desired key under screen  (▲ ◀▶ will select top line and move screen left and right)</li><li>4. Enter the name from your alpha keypad ▲ while held down with a letter creates a capital Rubout deletes characters</li><li>5. Press OK</li><li>6. Dial 0 followed by the telephone number</li><li>7. Press OK, then </li></ol>
<b>TO DIAL</b>	Press Personal Speed key  Press ▲ and/or ▶ to locate desired name  Press the key under desired name  The number is automatically dialled for you

## PROGRAMMING CLOCK

1. Press right arrow on navigator key ▶
2. Press key under operator on screen Password HELP1954
3. Press key under CLOCK
4. Re-enter date and time
5. Press OK

## PREANNOUNCEMENT/WELCOME MESSAGE

1. Press right arrow on navigator key ▶
  2. Press key under system
  3. Press key under ADMIN
  4. Enter KILO1987 (Password)
  5. Press ▲ navigator key
  6. Press key under VOICE
  7. Press key under MOH
  8. Scroll to message via keys under prev/next MSG 1 or MSG 2 or MSG 3 or MSG4
- N.B. Note that no tone will be heard when you record

## NIGHT SERVICE

1. Press NIGHT
2. Enter password HELP1954  
  
■■■ Flashes next to Night Key  
  
Repeat to put back into DAY

## COMMON MAILBOX

- Your Message Indicator will flash green
1. Press MAIL KEY then the key under GalMbx
  2. When prompted your password is HELP1954
  3. Press 1 Listen to Messages  
1 = Replay message  
2 = Archive message (saves)  
3 = Erase  
  
6= Send a Copy (to another user) – you will be prompted to record your own message

### To Record the Common Mailbox/AA Greeting

1. Press right arrow on navigator key ►
2. Press the key under operat
3. Enter password HELP1954
4. Press the key under Expert
5. Press right arrow on navigator key ►
6. Press the key under VMU
7. Press the key under GalMbx or AA
8. Press the key under Record

### Telephone Customisation

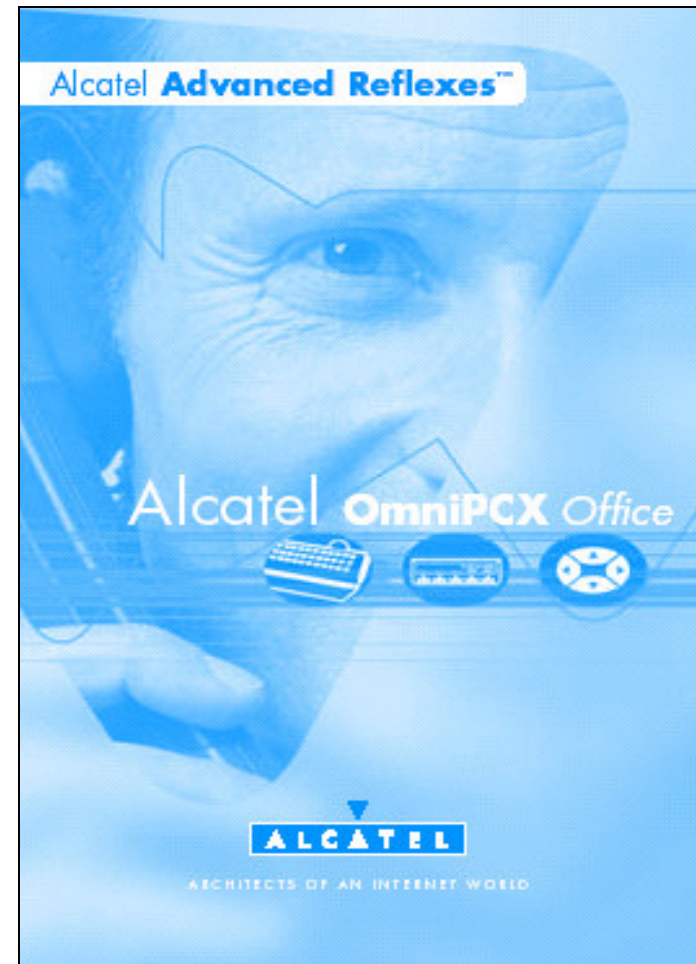
Press right arrow on navigator key ►

Press the key under Custo

- Mlbox To record a personal greeting or set default greeting
- Assist To turn on/off personal assistant (in voicemail)  
Modify options in the personal assistant
- Set Melody/ Contrast/ Headset
- Option Language/ Password

### To Reset Voicemail Password

Press right arrow on navigator key ►  
Press the key under operator  
Enter operator password HELP1954  
Press the key under subscriber then enter the extension number  
Press the key under Pwd Res  
The phone will then display "subscriber personal code init? "  
Press ok and that extension's password is now reset.





### Operator Telephone Quick Reference Guide




## PROGRAMMING YOUR PHONE

### PROGRAMMING DSS KEYS


You may programme / change either extensions or external numbers to spare DSS keys

1. Press 
2. Press DSS key you wish to programme
3. Press RUBOUT if you wish to delete
- 4a. Dial extension or
- 4b. Dial external number
5. Press OK
6. Press  to exit




### PROGRAMMING COMPANY SPEED DIALS DIRECTORY DIALLING

1. Press right arrow on navigator key ►
2. Press key under operator – password HELP1954
3. Press COM SPD (Displays first entry – 8000 – 8399)
4. Press MODIFY or (NEXT / PREVIOUS to locate desired entry)
5. Enter name from keypad and press OK
6. Dial phone number (you do not need to dial 0 for outside lines)
7. Press OK
8. Press NEXT to continue
9. Press  to exit

### CHANGING EXTENSION NAMES

1. Press right arrow on navigator key ►
2. Press key under operator – password HELP1954
3. Press SUBSCR
4. Dial extension number you wish to change (Enter Destination is prompted on your screen)
5. Press NAME
6. Press CLEAR and re-enter new name
7. Press OK
8. Press  to exit

## RECEIVING CALLS

<b>ANSWERING YOUR OWN PHONE</b>	Lift your handset
<b>GROUP PICK UP</b> <i>Answers any ringing phone in your group</i>	Press GPIK or Dial * 6
<b>DIRECTED PICK UP</b> <i>Answers a specific ringing phone</i>	Press DPIK or Dial # 6 + extension number Press displayed key or dial the extension number you wish to answer
<b>TRANSFERRING</b>	
<b>TRANSFER</b>	Ask your caller to hold Press or dial extension number (for external numbers dial 0 first) Wait for an answer (optional) Press transfer (displayed on right of screen) and hang up N.B. If the call is unanswered, it will recall to you, check your screen to identify whom it is recalling from and lift your handset to answer
➤ <b>If the extension is engaged</b>	The call is automatically queued at the extension after you have transferred it
➤ <b>To retrieve the call if you <i>have not</i> hung up</b> <i>i.e. misdial or party does not wish to take the call</i>	Press  then CALL key (flashing) You are connected to your caller
➤ <b>To retrieve the call if you <i>have</i> hung up</b>	Press DIR PICKUP or Dial # 6 Dial the extension number or press displayed extension key
<b>HOLDING</b>	
<b>HOLD A CALLER</b>	Ask your caller to hold Press HOLD key  Displays next to call key
<b>RETRIEVE CALL ON HOLD</b>	Press CALL  key (flashing)
<b>PARKING</b>	
<b>PARK</b>	Ask your caller to hold Press PARK (or Dial * 7) (Can only park one call at a time)
<b>PARK RETRIEVE</b>	Press PARK (or Dial * 7) Dial your extension number

## PAGING

<b>ALL CALLS</b>	Dial # *
<b>PARK AND PAGE</b>	
<b>PAGING A PERSON FOR A PARKED CALL</b> <i>If you have an internal or external paging system you may park calls for colleagues, who can then retrieve the call from any extension</i>	Park the call Make a paged call and instruct the person they have a call parked at (and announce your extension number)
<b>SENDING A TEXT MESSAGE</b>	
<b>TO SET</b>  <i>Sends a visual text message to Display phones</i>  <i>(N.B. Once sent the message can not be cancelled)</i>	<ol style="list-style-type: none"> <li>1. Press MAIL key</li> <li>2. Dial TEXT</li> <li>3. Enter destination extension</li> <li>4a. Press NEXT until desired message is displayed on screen OR</li> <li>4b. Press CREATE and type your own message</li> <li>5. Press OK</li> </ol>
<b>READING A TEXT MESSAGE</b>	
<b>WHEN YOUR MAIL KEY IS ILLUMINATED</b>	<ol style="list-style-type: none"> <li>1. Press MAIL key</li> <li>2. Press TEXT</li> <li>3. Press READ</li> <li>4. Press MSG</li> <li>5. Press CALL to ring sender or CLEAR to clear message</li> </ol>
<b>DIVERTING CALLS</b>	
<b>TO SET</b>	<ol style="list-style-type: none"> <li>1. Press right arrow on navigator key ►</li> <li>2. Press key under divert on screen</li> <li>3. Select and press desired Divert type</li> <li>4. Enter destination</li> <li>5. Press OK</li> </ol> <p>To Cancel Dial * 00</p>

## SENDING DTMF TONES

<b>FOR AUTOMATED TELEPHONE MESSAGING, I.E. TELEPHONE BANKING; VOICEMAIL ETC</b>	Dial the required number Press DTMF key Dial the required digits from your keypad
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## FEATURE CODES

0	Outside Line
9	Operator
	Dialling a System Directory number
5	Automatic Call back †
# 99	Cancel automatic callback
# *	Paging All Calls
# 2	Paging Group 2
* 7	Parking a Call
* 7	Retrieve Parked Call from your extension
* 7 (extn)	Retrieve Parked Call from your own or another extension
# 6 (extn)	Direct Pick Up
* 6	Group Pick Up
* 1	Bell Pick Up
* 01	Forward All Calls
* 02	Forward Calls on Busy
* 00	Cancel Call Forwarding
* 06	Forward I'm Here
* 07	Cancel Forward I'm Here
# 1	Redial
3	Conference †
##	Send DTMF Tone †

† These features are only activated during conversation / call