



Easy Telephone Quick Reference Guide

DownerCommspec

0800-828-888



MAKING CALLS

OUTWARD DIALING	Dial 1 followed by the desired number
INTER OFFICE CALLING	Dial extension number
CALLBACK <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 Dial 5 to set a Callback To Cancel dial # 99
REDIAL	Dial # 1

DIRECTORY DIALING

BY NUMBER <i>Accesses up to 400 Company speed dials by number</i>	Dial the 4 digit speed code 8000 - 8399
BY NAME <i>Dials Internal and Company names using Directory</i>	<ol style="list-style-type: none"> 1. Press DIRECTORY key 2. From your alpha keypad, enter the first letter of the name you require 3. Press + or - to scroll to desired name 4. Press OK the number is automatically dialled for you

PERSONAL SPEED DIALING

PROGRAMMING <i>Stores and accesses up to 10 speed dials exclusive to your phone</i>	<ol style="list-style-type: none"> 1. Press PERSONAL SPEED key 2. Press  3. Enter a speed number between 1 - 9 4. Enter the name from your alpha keypad 5. Press OK 6. Dial 1 followed by the telephone number 7. Press OK  	
	0	1
	2	3
	4	5
	6	7
	8	9
	TO DIAL	<ol style="list-style-type: none"> 1. Press PERSONAL SPEED key 2. Press + or - to scroll to desired name 3. Press OK The number is automatically dialled for you

FEATURE CODES

1	Outside Line
0	Operator
8000 - 8399	Dialling a System Directory number
5	Automatic Call back
# 99	Cancel automatic callback
# *	Paging All Calls
# 2	Paging Group
* 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
* 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
#7	Record conversation (if enabled on your system)

INFORMATION KEY



Press and the screen will display **1 – WhoAmI**

If you press 1 the screen will display your extension number

Press then the + key on the volume to scroll to

2 – Lock (default password 1515 or if voicemail is activated same pin as voicemail)

If you press 2 you then need to enter your pin code to lock it from making outbound calls.

Press then the + key on the volume to scroll to

3 – Appmnt

Press 3 to set an appointment reminder (can't be cancelled)

Press then the + key on the volume to scroll to

o **4 – Divert:** Press 4 and the following divert options are then available

- 1 – Immed (press + to scroll)
- 2 – Busy
- 3 – DND
- 4 – Text
- 5 – Follo
- 6 – Page
- 7 – ExtLoc
- 8 – Cancl
- 9 – Cancl
- 0 - Back

Press then the + key on the volume to scroll to

o **5 – Custo:** Press 5 and the following options are then available

- o 1 – Mlbox
 - Press 1 to record greeting (follow voice guides)/Record name against mailbox
- o 2 – Perso Assist
 - Press 1 to enable/disable then # to confirm
 - Press 2 to modify options # to confirm
- o 3 – Set (follow voice guides)
 - Press 1 for melody
 - Press 2 for screen contrast
 - Press 3 for headset mode
- o 4 – Option
 - Press 1 for password
 - Press 2 for language
 - Press 3 for voice guides (press 1 to turn off or on then # to confirm)

Under the press 1 for mailbox option you have:

Press 1 to record greeting
 Press 2 to listen to greeting
 Press 3 to set default greeting
 Press 4 to rerecord name
 Press 5 to change mailbox mode (this allows you to set your mailbox to answer only mode – messages cannot be left by callers)

SENDING DTMF TONES

FOR AUTOMATED TELEPHONE MESSAGING, e.g. TELEPHONE BANKING; VOICEMAIL ETC

Dial the required number

Press DTMF key or Dial # #

Dial the required digits from your keypad

RECEIVING CALLS

GROUP PICK UP

Answers any ringing phone in your group

Press PICKUP or Dial * 6

DIRECTED PICK UP

Answers a specific ringing phone

Press DIR PICK or Dial # 6

Dial the extension number you wish to answer

ANSWERING NIGHT BELLS

Dial * 1

TRANSFERRNG

TRANSFER

Ask your caller to hold

Dial extension number

Wait for an answer (optional)

Press transfer key or if you don't have one just hang up

➤ **To Retrieve the call if you *have not* hung up**

Press then CALL key (flashing)

You are connected to your caller

➤ **To Retrieve the call if you *have* hung up**

Press DPIK or Dial # 6

Followed by the extension number

CALL WAITING

IGNORE THE CALL

It will return to its sender

REPLACE YOUR RECEIVER

The 2nd call will ring your phone

ANSWER THE CALL WAITING AND HOLD YOUR 1ST CALLER

Ask your caller to hold

Press flashing CALL key (first caller goes on hold automatically)

You are connected to the 2nd caller

SHUTTLLING BETWEEN THE TWO CALLERS

Press CALL key (flashing) to shuttle between the two callers

HOLDING

HOLD A CALLER

Ask your caller to hold

Press HOLD key

RETRIEVE CALL ON HOL

Press CALL key (flashing)

PARKING	
PARK	Ask your caller to hold Press PARK (or Dial * 7) (Note: Can only park one call at a time)
PARK RETRIEVE	Press PARK (or Dial * 7) Dial the extension number the call is parked at
PAGING	
ANSWERING PAGE	From any phone Dial * 7 followed by the number announced by the operator
ALL CALLS	Dial # *
PAGING GROUP	Dial # 2
CONFERENCING	
CONFERENCING UP TO 3 PARTIES <i>Any combination internal and external</i>	While in conversation Dial the extension you wish to conference (Speak with the new party – the other party can not hear) Press 3 to conference all parties
LEAVING A TEXT MESSAGE FROM YOUR PHONE	
TO SET <i>Displays a visual message to screen phone extensions</i>	<ol style="list-style-type: none"> Press [1] Press + (until 4-Div is displayed on screen) Press OK Press + (until Text is displayed on screen) Press OK Press + and - (until desired message is displayed on screen) Enter information from your keypad where prompted, press OK Press OK "Text Answering" is now displayed on your screen <p>To Cancel Dial * 00 or Press DIVERT</p>

SENDING A TEXT MESSAGE	
TO SET <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"> Press MAIL key Dial 3 Enter destination extension Press + and - (until desired message is displayed on screen) Press OK Pressing NEXT SCREEN will view second part of longer messages Press OK
READING A TEXT MESSAGE	
WHEN YOUR MAIL KEY IS ILLUMINATED <i>(Feature only available if your phone is programmed with a NEXT SCREEN key)</i>	<ol style="list-style-type: none"> Press MAIL key (Screen displays how many text or voice messages received) Press 3 (Senders name is displayed on screen) Press OK Press NEXT SCREEN to read message Press OK (Calls sender and deletes message)
DIVERTING CALLS	
TO SET	<ol style="list-style-type: none"> Press [1] Press + (until 4-Div is displayed on screen) Press OK Press + (until desired Divert type is displayed on screen) Press OK Enter destination extension <p>To Cancel Dial * 00 or Press DIVERT</p>

