

DIVERTING CALLS

1. Lift handset
2. Press DIVERT or Dial * 01
3. Enter the extension number you wish to divert to (for voicemail users, enter 500)
4. Wait for tone then hang up the handset

To Cancel, lift handset, dial * 00

CHANGING THE VOLUME AND RINGER TUNE

1. Lift handset
2. Dial 888 and go into customise set (option 3)
3. Dial 1 listen to and change the ringer tune
OR
Dial 2 to listen to and raise the ringer volume
Keep dialling 2 to increase and decrease volume
4. Replace handset when you have made your selection

SENDING DTMF TONES

**FOR AUTOMATED
TELEPHONE MESSAGING,
I.E. TELEPHONE BANKING;
VOICEMAIL ETC**

Dial the required number Press DTMF key or Dial # #
Dial the required digits from your keypad

FEATURE CODES

1	Outside Line
8000 - 8399	Dialling a System Directory number
5	Automatic Call back
# 99	Cancel automatic callback
# *	Paging All Calls
* 7	Parking a Call
* 7 (extn)	Retrieve Parked Call from your own or another extension
# 6 (extn)	Direct Pick Up
* 6	Group Pick Up
* 01	Divert All Calls
* 02	Divert Calls on Busy
* 00	Cancel Diverting
* 06	Divert I'm Here
* 07	Cancel Divert I'm Here
# 1	Redial
3	Conference
#7	Record Conversation (if enabled on your system)



**First 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 Press 5 To Cancel dial # 99
REDIAL	Press REDIAL key or 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
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PERSONAL SPEED DIALING

PROGRAMMING <i>Stores and accesses up to 10 speed dials exclusive to your phone</i>	1. Lift handset	
	2. Dial 888	
	3. Press 6 for personal speed dials – follow instructions	
	4. Remember to dial 1 followed by the telephone number	
	0	1
	2	3
4	5	
6	7	
8	9	
TO DIAL	Press PERSONAL SPEED key Press the desired speed number between 0 - 9	

RECEIVING CALLS

GROUP PICK UP <i>Answers any ringing phone in your group</i>	Press GRP PK or Dial * 6
DIRECTED PICK UP <i>Answers a specific ringing phone</i>	Press Dpik or Dial # 6 Followed by the extension number you wish to answer

TRANSFERRING

TRANSFER	Ask your caller to hold Dial extension number Wait for an answer (optional) then press transfer. If you don't have transfer hang up or to retrieve the call again, press CANCEL TRANSFER
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CALL WAITING

IGNORE THE CALL	It will return to its sender
REPLACE YOUR	The 2 nd call will ring your phone

RECEIVER	
ANSWER THE CALL WAITING AND HOLD YOUR 1ST CALLER	Ask your caller to hold Press # 88 You are now connected to your caller waiting
SHUTTLING BETWEEN THE TWO CALLERS	By pressing 2 shuttles between two callers

HOLDING / PARKING

PARK	Ask your caller to hold Dial * 7 (Note: can only park one call at a time)
PARK RETRIEVE	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 # *

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 CONF or Dial 3 All parties are connected
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CUSTOMISING YOUR PHONE

PHONE CUSTOMISATION	DIAL 888 –	<ol style="list-style-type: none"> 1. Mailbox – Record or set default greeting & record name against mailbox 2. Assistant – Set voicemail assistant – once turned on press 2 to customise the options 3. Set – Melody, Headset (* to go to previous menu) 4. Options – Password, Language, Voice Guides on/off (# to confirm) 6. Program Personal Speed Dials
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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)