



MAKING CALLS

OUTWARD DIALING	Dial 1 followed by the desired number
INTER OFFICE CALLING	Press preprogrammed key or 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 Cback under screen To Cancel dial # 99
SAVE REDIAL	Dial number Press StoreN via key under the screen To dial press StoreN (this is just to store one number only)
REDIAL	Via key under screen or preprogrammed key

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>	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 DIALING

PROGRAMMING <i>Stores and accesses up to 30 speed dials exclusive to your phone</i>	<ol style="list-style-type: none">1. Press Personal Speed key2. Press  (Display flashes)3. Press desired key under screen (▲ ◀ ▶ will select top line and move screen left and right)4. Enter the name from your alpha keypad ▲ while held down with a letter creates a capital Rubout deletes characters5. Press OK6. Dial 1 followed by the telephone number7. Press OK, then 
TO DIAL	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 19541954
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 19871987 (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 19541954

■■■ 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 19541954
 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 19541954
4. Press key under OK
5. Press the key under Expert
6. Press right arrow on navigator key ►
7. Press the key under VMU
8. Press the key under GalMbx or AutoAtt
9. Press the key under Record, and OK to save

Telephone Customisation

Press right arrow on navigator key ►

Press the key under Custo

- Mlbox To record a personal greeting or set default greeting & record your name against your mailbox
- 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 19541954
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



DownerCommspec

0800-828-888


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 19541954
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 1 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 19541954
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

ANSWERING YOUR OWN PHONE	Lift your handset
GROUP PICK UP <i>Answers any ringing phone in your group</i>	Press GPIK or Dial * 6
DIRECTED PICK UP <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

TRANSFERRING

TRANSFER	Ask your caller to hold Press or dial extension number (for external numbers dial 1 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
➤ If the extension is engaged	The call is automatically queued at the extension after you have transferred it
➤ To retrieve the call if you have not hung up <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
➤ To retrieve the call if you have hung up	Press DIR PICKUP or Dial # 6 Dial the extension number or press displayed extension key

HOLDING

HOLD A CALLER	Ask your caller to hold Press HOLD key  Displays next to call key
RETRIEVE CALL ON HOLD	Press CALL  key (flashing)

PARKING

PARK	Ask your caller to hold Press PARK (or Dial * 7) (Can only park one call at a time)
PARK RETRIEVE	Press PARK (or Dial * 7) Dial your extension number

PAGING

ALL CALLS	Dial # *
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PARK AND PAGE

PAGING A PERSON FOR A PARKED CALL <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>	<p>Park the call</p> <p>Make a paged call and instruct the person they have a call parked at (and announce your extension number)</p>
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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"> 1. Press MAIL key 2. Dial TEXT 3. Enter destination extension 4a. Press NEXT until desired message is displayed on screen OR 4b. Press CREATE and type your own message 5. Press OK
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READING A TEXT MESSAGE

WHEN YOUR MAIL KEY IS ILLUMINATED	<ol style="list-style-type: none"> 1. Press MAIL key 2. Press TEXT 3. Press READ 4. Press MSG 5. Press CALL to ring sender or CLEAR to clear message
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DIVERTING CALLS

TO SET	<ol style="list-style-type: none"> 1. Press right arrow on navigator key ► 2. Press key under divert on screen 3. Select and press desired Divert type 4. Enter destination (speed dial # if external destination) 5. Press OK <p>To Cancel Dial * 00</p>
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SENDING DTMF TONES

FOR AUTOMATED TELEPHONE MESSAGING, I.E. TELEPHONE BANKING; VOICEMAIL ETC	<p>Dial the required number</p> <p>Press DTMF key</p> <p>Dial the required digits from your keypad</p>
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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 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
* 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
# #	DTMF
#7	Record conversation (if enabled on the system)