

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
# #	DTMF (touch tones)
#7	Record conversation (if enabled on the system)







**Premium Telephone Quick Reference Guide**

**DownerCommspec**

**0800-828-888**






## MAKING CALLS

<b>CHANGING HANDSET TO SPEAKERPHONE</b>	While in conversation using the handset Press  key Replace handset Press  to disconnect
<b>OUTWARD DIALING</b>	Dial 1, followed by the desired number
<b>INTER OFFICE CALLING</b>	Dial extension or press extension key
<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 Dial 5 to set a Callback  To Cancel dial # 99
<b>REDIAL</b>	Press REDIAL or dial # 1
<b>MUTE</b>	Press  light illuminates red when in use  Press  light turns off when not in use

## DIRECTORY DIALLING



<b>BY NUMBER</b>  <i>Accesses up to 400 Company speed dials by number</i>	Dial the 4 digit speed code 8000 - 8399
<b>BY NAME</b>  <i>Dials Internal and Company names using Directory</i>	From your alpha keypad, enter the first letter of the name you require Press + or - to scroll to desired name Press OK (The number is automatically dialled for you)

## INFORMATION KEY

Press  and the screen will display <b>1 – WhoAmI</b> If you press 1 the screen will display your extension number
Press  then the + key on the volume to scroll to <b>2 – Lock</b> (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 <b>3 – Appmnt</b> Press 3 to set an appointment reminder (can't be cancelled)
Press  then the + key on the volume to scroll to <b>4 – Divert:</b> 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 – CancI 9 – CancI 0 – Back
Press  then the + key on the volume to scroll to  <b>5 – Custo:</b> Press 5 and the following options are then available  <div style="border: 1px solid black; padding: 5px; display: inline-block; width: 45%;"> <p><b>Under the press 1 for mailbox option you have:</b></p> <p>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)</p> </div> <div style="display: inline-block; width: 45%; vertical-align: top;"> <p><b>1 – Mlbox</b>                      Press 1 to record greeting (follow voice guides) &amp; record mailbox name  <b>2 – Perso Assist</b>                      Press 1 to enable/disable then # to confirm                      Press 2 to modify options # to confirm  <b>3 – Set</b> (follow voice guides)                      Press 1 for melody                      Press 2 for screen contrast                      Press 3 for headset mode  <b>4 – Option</b>                      Press 1 for password                      Press 2 for language                      Press 3 for voice guides (press 1 to turn off or on then # to confirm)                      Press * to go back</p> </div>

## READING A TEXT MESSAGE


### WHEN YOUR MAIL KEY IS ILLUMINATED

1. Press  key  
(Screen displays how many text or voice messages received)
2. Press 3 (Senders name is displayed on screen)  
Optional – Press NEXT SCR N to display extension and date/time
3. Press OK  
Press NEXT SCR N (if you cannot view the entire message)
4. Press OK to call sender or  mute key to clear message

## DIVERTING CALLS

### TO SET

*Diverts your phone to ring at an alternative destination, e.g. extension or external number*


1. Press 
  2. Press + (until 4-Div is displayed on screen)
  3. Press OK
  4. Press + (until desired Divert type is displayed on screen)
  5. Press OK
  6. Enter destination extension
- To Cancel Press DIVERT or Dial \* 00

## SENDING DTMF TONES

### FOR AUTOMATED VOICE MESSAGING, *i.e. telephone banking; voicemail etc*

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




## PROGRAMMING DSS KEYS

1. Press 
2. Press key you wish to programme
3. Press NEXT SCR N key (shows current setting)
4. Press MUTE (deletes current setting)
- 5a. Enter extension
- 5b. Enter external number, remembering to first enter 1 for outside line
6. Press OK

## PERSONAL SPEED DIALLING


### PROGRAMMING

*Stores and accesses up to 10 speed dials exclusive to your phone*

1. Press  Directory key
2. Press 
3. Enter a speed number between 1 - 9
4. Enter the name from your alpha keypad (+ and – scroll)  
↑ while held down with a letter creates a capital  
← deletes characters
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

1. Press  Directory key
2. Press + or - to scroll to desired name
3. Press OK The number is automatically dialled for you

## 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  
Followed by the extension number you wish to answer



## TRANSFERRING

<b>TRANSFER</b>	Ask your caller to hold Dial extension number Wait for an answer (optional) Press  and hang up
➤ <b>To Retrieve the call if you <i>have not</i> hung up</b>	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 PICK or Dial # 6 Followed by the extension number

## CALL WAITING

<b>IGNORE THE CALL</b>	It will return to its sender
<b>REPLACE YOUR RECEIVER</b>	The 2 <sup>nd</sup> call will ring your phone
<b>ANSWER THE CALL WAITING AND HOLD YOUR 1<sup>ST</sup> CALLER</b>	Ask your caller to hold Press flashing CALL key (first caller goes on hold automatically) You are connected to the 2 <sup>nd</sup> caller
<b>SHUTTling BETWEEN THE TWO CALLERS</b>	Press CALL key  (flashing) to shuttle between the two callers

## HOLDING

<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

## PARKING

<b>PARK</b>	Ask your caller to hold Press PARK (or Dial * 7) (Note: You can only park one call at a time)
<b>PARK RETRIEVE</b>	Press PARK (or Dial * 7) Dial the extension number the call is parked at


## PAGING

<b>ANSWERING PAGE</b>	From any phone Dial * 7 followed by the number announced by the operator
<b>ALL CALLS</b>	Dial # *
<b>PAGING GROUP</b>	Dial # 2


## CONFERENCING

<b>CONFERENCING UP TO 3 PARTIES</b> <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 key to conference all parties
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## LEAVING A TEXT MESSAGE FROM YOUR PHONE

<b>TO SET</b> <i>Displays a visual message to screen phone extensions</i>	<ol style="list-style-type: none"> <li>1. Press </li> <li>2. Press + (until 4-Div is displayed on screen)</li> <li>3. Press OK</li> <li>4. Press + (until Text is displayed on screen)</li> <li>5. Press OK</li> <li>6. Press + and - (until desired message is displayed on screen) Enter information from your keypad where prompted, press OK</li> <li>7. Press OK "Text Answering" is now displayed on your screen</li> </ol> <p>To Cancel Press DIVERT or Dial * 00</p>
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## SENDING A TEXT MESSAGE

<b>TO SET</b> <i>Sends a visual text message to Display phones (N.B. Once sent the message can not be cancelled)</i>	<ol style="list-style-type: none"> <li>1. Press  key</li> <li>2. Dial 3</li> <li>3. Enter destination extension or enter letter from keypad</li> <li>5. Press + and - (until desired message is displayed on screen)</li> <li>6. Press OK</li> </ol>
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