

### To Make an Outside Call

- Lift Handset and dial **0** for next available line and dial number. (dial 9 for reception)
- Or just dial **0** and desired number and talk hands free/lift handset.
- Or repeat above but press desired line key.

### To Answer a Call

- If Phone Ringing; Lift handset or press **SPEAKER** button for hands free
- If Phone Not Ringing; Lift handset and/or press flashing line button or **PICKUP** button (if pickup group programmed)

### To Transfer a Call

- While on Call press **TRANS/PGM** button (**FLASH** button on Analogue)
- Dial the Station number
- Announce Call & Hang up
- Alternatively press pre-programmed flexible button, announce and hang up.

### To Intercom

- Lift handset or press **SPEAKER** button
- Dial the Station number

### To Place a Call On Hold

- Press the **HOLD/SAVE** button
- **Once** for system hold (all handsets have access to the call)
- **Twice** for exclusive hold (only pick up call from the originating handset)

### To Page (All Call)

- Dial # **0 0** (internal and external) or
- Dial # **3** (internal only) or
- Dial # **5** (external only)
- Lift handset and wait for tone before speaking

### Log Key

- Press the **LOG** button, scroll through last 100 dialled, received and missed numbers using the navigation buttons (12 & 24 button Handsets)
- Press **SEND** button to call number in log

### To Park a Call

- Press **TRANS/PGM** button (**FLASH** button on Analogue)
- Dial Parking location number (601~610)
- Hang up or press **SPEAKER** button

### To Retrieve Parked Call

- Lift handset on any Station (or press **SPEAKER** button)
- Dial Parking location number (601~610)

### Callback Set

- Dial a busy *Station* or *Outgoing Line*
- Press **CALLBK** button
- Hang up (If *Voice Mail* used, hold to leave Message on *Station*)
- Once calling party or *Outgoing Line* is free your *Station* will ring
- Pickup to make call to *Station* or use *Outgoing Line*

### Call Forward Set

- Dial **5 5 4**
- Select number for call forward type
  0. Remote Forward (If set by Technician)
  1. Unconditional Forward
  2. Busy Forward
  3. No answer Forward
  4. Busy/no answer Forward
  5. Incoming line off-net
  - #. Cancel Forward
- After selection dial Station number (e.g. 100), Hunt Group number (e.g. 625 for VM), or Speed Bin number you wish to divert to (e.g. 200)

### Cancel Call Forward

- Dial **5 5 4**
- Then the # button

### Set Intercom Answer Mode

- This determines how your *Station* will ring when receiving an intercom call
- Press **TRANS/PGM** button
- Dial **1 3** and select
  1. for Hands free (Auto answer after a BEEP tone)
  2. for Tone ring
  3. for Privacy announce (Auto Answer but you must pick-up the handset to talk)
- Press **HOLD/SAVE** button or the **OK** button

### Mute

- Press **MUTE** button to switch off the microphone
- Press **MUTE** button to switch on the microphone (**MUTE** changes to **SPEAK** on 16 & 24 button handsets)

### Group Pick-up

- Press **PICKUP** button or dial \*\*
- Lift any handset to talk or talk handsfree
- This will answer the longest ringing call and will only pickup calls that are programmed in your group

### Differential Ring for Individual Station

- To set different **Internal** ring
- Press **TRANS/PGM** button
- Dial **1 1**
- Dial **1** to **8** to choose the ring tone
- Press **HOLD/SAVE** button or **OK**
  
- To set different **External** ring
- Press **TRANS/PGM** button
- Dial **1 2**
- Dial **1** to **8** to choose the ring tone
- Press **HOLD/SAVE** button or **OK**

### Program Speed Dial

- Press **DIR** button
- Press **SPEED** button
- Press **ADD** button
- Prompted to enter speed bin No (XXX) eg 200
- Dial **X X X** eg 200
- Prompted to Enter CO-BTN/DIGIT
- Dial **0** for outside line
- Enter the phone number you wish to store
- Press **HOLD/SAVE** button
- Enter in dial by name label using number chart on last page
- Press **HOLD/SAVE** button
- Press **SPEAKER** button to exit

#Note System Speed Dials range from 200~999 and Station Speed Dial range from 00~19  
**System Speed Dials programmed from attendant phone**

### Use Speed dial

- Press **DIR** button
- Select corresponding number for phone book
- 1. Private directory
- 2. Public directory
- 3. View station name
- Scroll to selected entry
- Press **SEND** to call

### Station Name Program

- Press **TRANS/PGM** button
- Dial **7 4** (or **0 7 1** from system attendant + Station Number)
- Enter in Station name label using number chart on last page
- Press **HOLD/SAVE** button when done

### Global Station Name Program (System Attendant Only)

- Press **TRANS/PGM** button•
- Dial **0 7 1**
- Enter the station number you are programming
- Enter in Station name label using number chart on last page
- Press **HOLD/SAVE** button when done

### Use SPEED Dial by name and Station Name

- Press **DIR** button
- Select corresponding number for the Phone Book
  1. Private Directory
  2. Public Directory
  3. View Station Name
- Select Name
- Press **SEND** button

### Music (On & Off)

- Press **TRANS/PGM** button •
- Dial **7 3**
- Select background music channel by dialling 0-3 (Usually 1 for Music on)
- Hold source, 0 turns music off)
- Press **HOLD/SAVE** button

### Making a Conference Call

- Dial first party
- Press **CONF** button
- Press next party (line or extension)
- Continue above steps until all parties are connected
- Press **CONF** button twice to commence conference call

#Note you must have a **CONF** button programmed. Number of members are limited to the number of exchange lines on the system. All lines used are tied up for the duration of the Conference call.

### Change Headset/Speaker Mode

- Press **TRANS/PGM** button •
- Dial **6 1** (Change Speaker key to headset key)
- Select **1 (on)** or **0 (off)**
- Press **HOLD/SAVE** or **OK** button
- If headset jack on the side press **MENU** & dial **2 5**
- Scroll up or down the set **on** or **off**
- Press **HOLD/SAVE** or **OK** button

### Do Not Disturb

- Press **DND** button. Or,
- Dial **5 5 3**
- Repeat to remove

### Change System Date and Time (only at the system attendant phone)

- Press **TRANS/PGM** button•
- Dial **0 4 1**
- Prompts for date entry (MM/DD/YY) •
- Dial date e.g. 120108 (1st December 2008)
- Press **HOLD/SAVE** or **OK** button
- Prompts time entry (HH:MM)
- Dial time e.g. 1315 (01:15pm)
- Press **HOLD/SAVE** or **OK** button

### System Night Switch (only at the system attendant phone)

This changes the way the telephone system will behave for incoming calls if set up by your technician

- Press **DND** button to toggle through the below ring modes
  1. **Day (Normal display)**
  2. **Night**
  3. **Timed Ring Mode**
  4. **Auto Ring Mode**
  5. **Scenario**
- Press **DND** button to toggle back

### Program Flexible Button

- Press **TRANS/PGM** button
- Press flexible button to program
- Dial feature e.g. Station No. (200), group number (VM 626) or desired codes (list below)
- Press **HOLD/SAVE** button
- Press **SPEAKER** button to exit

### To Erase Flexible Button

- Press **TRANS/PGM** button
- Press flexible button to program
- Press **HOLD/SAVE** button

### Button Codes for flexible button programming

1. CONF	- TRANS/PGM 9 1
2. CALLBK	- TRANS/PGM 9 2
3. DND	- TRANS/PGM 9 3
4. REDIAL	- TRANS/PGM 9 7
5. MUTE	- TRANS/PGM 9 5

Example: **CONF** button. Press **TRANS/PGM** then flex key to program. Press **TRANS/PGM** again followed by **91** then dial **HOLD/SAVE** to save.

## Voice Mail

**Voice Mail (VSF)** (this feature must be enabled by your technician)

- Dial preconfigured Group number for Voice Mail (**Typically 630**)
- Prompted for your Password
- Enter 4 digit password (Default is extension number then \*, i.e. 100\*)
- Follow the voice prompts to navigate through voice mail, mailbox configuration, voice mail greeting, or password etc.

### Remote access to Voice Mail

- Once your Voice Mail has answered your call and during your greeting Dial the # key
- Your are then prompted for your password
- Enter 4 digit password (Default is extension number then \*, i.e. 100\*)
- Follow the voice prompts to navigate through voice mail, mailbox configuration, voice mail greeting, or password etc.

### Number and Letter Code Chart for Select series and iPECS handsets

When required to enter characters (e.g., station name or speed dial name), press the dial pad number corresponding to the alpha character desired. Press **SPEED** or **BACK** softkey to delete incorrect characters.

e.g. For 'R' dial **72**, for a 'space' dial **\*1**, for 'V' dial **83** etc.

Q - 11	A - 21	D - 31
Z - 12	B - 22	E - 32
. - 13	C - 23	F - 33
1 - 10	2 - 20	3 - 30
G - 41	J - 51	M - 61
H - 42	K - 52	N - 62
I - 43	L - 53	O - 63
4 - 40	5 - 50	6 - 60
P - 71	T - 81	W - 91
R - 72	U - 82	X - 92
S - 73	V - 83	Y - 93
Q - 7*		Z - 9#
7 - 70	8 - 80	9 - 90
*1 - Blank		
*2 - :		
*3 - ,	0-00	#

**#Note** Some program codes, Voice mail number, may be changed with your system depending on the configuration. Other functions require preconfiguration by your technician.

## NIGHT & DAY MODE

### AH Message (NIGHT & DAY MODE)

Firstly write a script of what you need to record as your afterhours message that you can read from, this makes it easier so you don't say Umm or Ah or forget anything.

**Go to the Phone which says Reception 100 (Known as station 100)**

**Pickup the handset.**

**Press TRANS/PGM**

**Press 0 (if at this point it says INVALID you are on the wrong phone)**

**Press 6**

**Press 001**

**Press 1**

**Phone system will say " If you want to leave a message please press the hash key"**

**Press #**

**Phone system will say "Please record your greeting" Beep**

**Record your message after the Beep**

**Press HOLD/SAVE to finish recording.**

**Hangup the phone If you make a mistake repeat the process.**

**NIGHT MODE: Press DND 2 Holdsave,**

This will put the system into night mode and play the after hours voice message you just recorded, there is no option to leave a message.

**DAY MODE: DND 1 Holdsave**

This will place the phone back into day mode

## VOICEMAIL (May require Setup by MVAD)

**Only On station 100** (usually the main reception phone)

Press **Voicemail flex key if already labeled (or dial 630)**

Enter password 100\* (for other stations the password is the extension number \*)

To set greeting press **8**

To edit greeting press **1**

To record a new greeting press **7**

Record your new greeting press **#** when finished.

You can listen to your recording by pressing **5**

**ONLY on station 100**

To make a flex key that forwards to voicemail press:

TRANS/PGM

Choose a spare FLEX Key

DIAL 5541630 HOLDSAVE

Label this key as FWD TO VM (Forward to Voicemail)

Now press **FWD TO VM to activate voice mail**

**Press DND 2 Holdsave**

**You must put the phone system into night mode and enable this on station 100**

This will put the phone system into night mode which is forwarding to voicemail on station 100.

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