AVAYA
communication

INDeX 9.1
2030/50/60

Contents

Introduction

Using This Guide

This guide is for INDeX 2030, 2050 and 2060 telephones used on the **INDeX** telephone system operating under **Software Release 9.1**.

To check the Software Release of your system, press **ANSWER RELEASE** and then **PROGRAM** (see page 14)**.** The phone displays the Software Release. Cancel the display by pressing **ANSWER RELEASE** again.

- **2060 Telephone Software**
  This guide covers the normal telephone functions of the 2060 telephone. Details of using its TAPI driver with software on your PC is covered by a separate 2060 Software Addendum.

What Features Can I Use?

This guide covers all the features supported by the INDeX 2030, 2050 and 2060 phones. However, your phone may not be enabled to use all of the features available. If you are unsure which features you can use, contact your System Manager.

- **Network Features:**
  Your phone system may be part of a network linking several sites. Where possible, it treats network calls as internal calls and offers the same features. However, this depends on the type of network link and type of system at the other end of the link. Some links may be to non-INDeX telephone systems.

Further Help

In all instances, first seek help from your System Manager. They will seek further assistance from your system's Maintainer if necessary.

- **System Manager:**
- **on Extension:**

This guide is also available in several computer formats *(e.g. Windows Help, Adobe Acrobat)*. Contact your System Manager to obtain copies or download them from our internet site *(**http://www.sdxplc.com**)*.

Display Phone Features

Introduction to Display Phones

The diagram shows the main features of a display phone; the term covers INDeX 2030, 2050 and 2060 phones.

- **2060:** Phone with handsfree operation, DSS keys and BLF status lamps *(see page 21)*. A serial socket and cable for connection to a PC is also included. Use of the 2060 software is covered by a separate 2060 Software Addendum.
- **2050:** Similar to 2060 but without a serial socket.
- **2030:** Similar to 2050 but without BLF status lamps.

Using the SCROLL Key

Sometimes there are more options available than the phone can display. When this happens, a ●-symbol appears next to the **SCROLL** key. Press **SCROLL** to display the other options.

Similarly, the phone display changes during calls and according to your own customisation. A ●-symbol next to a display key indicates an option you can use by pressing that key. Thus this guide cannot always detail when you would have to press the **SCROLL** key to access a function.

On-Hook Dialling, Speaker & Answer Release

On all INDeX telephones you can both dial and hear the call progress without using the handset (known as "on-hook dialling").

When answered, you can continue the call without using the handset, ie. handsfree. You can switch between handsfree and handset working during a call.

Pressing the **ANSWER RELEASE** key has the same effect as lifting or replacing the handset.

Tones & Ringing

The phone uses various tones and rings to indicate events. A sample of these appears below. You can alter the ringer volume, sound, switch it on/off, etc. *(see page 28)*.

<u>**Incoming Calls:**</u>
* **Repeated Single Ring:** Internal call.
* **Repeated Double Ring:** External call.
* **Repeated Triple Ring:** System or personal alarm.
* **Single Tone:** Page call *(see page 15)*.

<u>**During Calls:**</u>
* **Repeated Double Pip:** You have set a camp on *(see page 12)*.
* **Repeated Single Pip:** Another extension is about to intrude or has intruded on your call.

<u>**Making Calls:**</u>
* **Dial Tone:** Dial number.
* **Broken Dial Tone:** Phone on divert or no calls *(see page 19)*.
* **Repeated Tone:** Busy number *(see page 11)*.
* **Triple Tone:** Call diverting to external number.
* **Continuous Tone:** Number called unobtainable or set to no calls. Phone locked or barred.

The Phone Lamp

The phone uses its lamp (above the **SPEAKER** key) to show calls and messages.
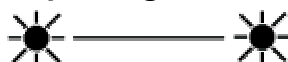
Fast Flashing Lamp: Call Waiting, see page 23.

Lamp On: Message, see page 15.

Repeating Double Flash: External call.

Repeating Single Flash: Internal call.

Making Calls

Notes on Making Calls

When making calls, the display shows details about call progress. It also shows messages if you cannot make the call.

- **Call barring:**
  The system can bar you from dialling particular numbers or types of number (e.g. national, international). Typically call barring increases when a phone goes into night service (when it displays a ☾ symbol). It also changes according to time, date and day of the week. As the call barring settings vary for each site, this guide cannot fully detail their effect.

Making Internal Calls

During the call, the display shows the call progress. You can also make calls using the ●**INDeX** Directory feature *(see* Making Calls from the INDeX Directory *below)* or DSS keys *(see page 21 & page 25).*

To dial an internal call:

1. Dial the extension number. A triple-tone means that extension is diverting calls to an external number.

2. If unanswered, your phone provides options to wait or notify the extension *(see page 11).*

3. If answered, use the handset or work handsfree.

   - If your phone displays a ●**RINGER** option then the called extension is set to automatically connect internal calls. Press ●**RINGER** to send a reminder ring if no one has answered the call.

Making a Page Call

You can page any INDeX phone or group. They hear the call without doing anything though you cannot hear them. They can also turn the page into a normal call (see page 15). If the phone paged is diverting calls, the page also diverts (except group pages).

To page an extension or group:

1. Press ●**PAGE.** Your phone displays *PAGING*.

2. Pickup the handset or talk handsfree.

3. Dial the number or press a DSS key *(see page 21)*.

4. If busy or unavailable, the display shows options to wait or leave a message *(see page 11).*

5. Speak and then press **ANSWER RELEASE**.

Making External Calls

The system may apply call barring to some or all external numbers. You can also lock your phone *(see page 34)* or bar it by wrong passcode entry *(see page 33)*.

To dial an external call:

1. Dial **9** to get an external line. Your System Manager will inform you if you need to dial a different number.
   - If **"ENTER ACCOUNT"** appears, see page 10.
   - If **"ENTER PIN"** appears, see page 10.
2. Dial the external telephone number.
   - If **"CALL BARRED"** appears check with your system manager.
3. When answered, use the handset or work handsfree.

Redialling External Numbers

You can redial the last external number dialled, select from one of the last five external numbers dialled or save the last external number dialled.

To redial the last external number used:

1. Press **REDIAL** to repeat the last external number used (including speed dials).

To save the last external number used:

1. Whilst making an external call, press ●**SAVE**. This stops the number being removed as you make further external calls until you choose to press ●**DELETE**. The dialled numbers facility stores five numbers maximum including saved numbers.

To redial one of the last five external numbers used:

1. Press **SPEED DIAL** and then ●**DIALLED** and select from the last five external calls (move between them by pressing the lower left and right ● symbols). When the number you require is shown press ●**CALL**

Making Calls from the INDeX Directory

Using the INDeX Directory, your phone can display a selected entry from an index of either extensions or speed dial names plus their numbers. There are two methods of selecting entries of names and numbers from the INDeX Directory:

- **By Alpha Group**
- **By Dial by Name**

In addition, the INDeX Directory entries can be sorted either by 1st name or by last name. The particular method used and 1st or last name search is selected by your System Manager. Consult your System Manager for which method is available to you and if the sorting is by 1^{stt} or last name.

To make a call using an Alpha Group search of the INDeX:

1. Press ●**INDeX** for an internal call or **SPEED DIAL** and then ●**INDeX** for an external number.

2. Press the key matching the 1st letter of the name you want.
   For example, to display the **L** Alpha Group, press the **JKL** key 3 times. The INDeX System displays the 1st name beginning with **L** from it's Directory entries.

   - To move through the names beginning with **L**, press the ●-keys on the right and left of the current name.
   - To skip forward 10 names, press ●**SKIP**.
   - To select another letter, press a letter key.

3. To dial the name/number shown, press ●**CALL**, otherwise to exit the INDeX Directory, press **ANSWER RELEASE**.

To make a call using Dial by Name search of the INDeX:

1. Press ●**INDeX** for an internal call or **SPEED DIAL** and then ●**INDeX** for an external number.

2. Press the key matching the 1st letter of the *Name* you want.
   For example, to find the name **SMITH** press the **PR**<u>S</u> key.

3. The INDeX System begins searching it's Directory on the first press and will display the 1st name/number immediately, in this example a name beginning with **P**. You can either:

   - Continue dialling the letters of the name, e.g. **MNO**, then **GH**<u>I</u>, etc. until the required name (SMITH) is displayed **OR**.
   - Press **CYCLE** to move onto the next alpha group of the **PRS** key, e.g. a name beginning with **R.** To move through the names beginning with **R**, press the ●-keys on the right and left of the current name.
   - To select the next letter of the alpha group of the **PRS** key, press **CYCLE** again.
   - If **NO MATCH** is displayed, press **PREVIOUS** to go back one step or press **ANSWER RELEASE** to cancel.

4. To dial the name/number shown, press ●**CALL**, otherwise to exit the INDeX Directory, press **ANSWER RELEASE**.

Speed Dials

Using Speed Dials

The system can store external numbers as speed dials.

- **System speed dials:** Ask your System Manager for a list (note that call barring may still apply).
- **Personal speed dials:** Your phone can also store up to 10 speed dials for your own use *(see below)*.

To dial a system speed dial by name:

1. Use the ⬤**INDeX** feature (see page 8).

To dial a speed dial:

1. Press **SPEED DIAL**.

    - **To select a personal speed dial :** Press ⬤**OWN** and dial the personal speed dial store number (0 to 9) or press the matching DSS key *(the DSS keys match personal speed dials 1 to 8 (1 at the top))*.
    - **To select a system speed dial by number :** Press ⬤**SYSTEM** and dial the store number (100 to 899 and 9000 to 9999).
    - **To select a system speed dial by name :** Press ⬤**INDeX**. To enter the name see page 8.
    - **To select from recently dialled numbers :** Press ⬤**DIALLED**. See "Redialling External Numbers" on page 7.

- If **"ENTER ACCOUNT"** appears, see page 10.
- If **"ENTER PIN"** appears, see page 10.

2. Continue as for a normal external call *(see page 6)*.

Storing Personal Speed Dials

To store a personal speed dial:

1. Press **PROGRAM** and then **SPEED DIAL**.
2. Enter the phone's passcode *(see page 33)*.
3. The display shows **0-9 OR DSS KEY**. Press the number (**0** to **9**) or DSS key under which you want to store the speed dial.
   Note: DSS key 1 matches personal speed dial number number 1, DSS key 2 matches personal speed dial number number 2, etc.
4. The display shows the current stored number (if set). Press ⬤**DELETE** and dial the number.

    - If external, prefix **9** to the number, this is the normal number to seize an external line. Your System Manager will inform you if you have to add a different prefix before external numbers.

5. When finished, press ⬤**DONE**.
6. Select another store or press **PROGRAM** to finish.

PIN & Account Codes

If ENTER ACCOUNT Appears

If ***ENTER ACCOUNT*** appears when making an external call, you must enter an account code to continue. The system checks this against its list of codes before allowing the call.

To enter an account code at any time during a call, see page 13.

To enter a forced account code:

1. Dial the account code. If you make a mistake, press ●**DELETE** to delete the last digit entered.

2. When you have entered the full code, press ●**DONE**.

3. If the system does not recognise the code it displays ***REENTER ACCOUNT***. Repeat the entry or end the call.

4. If the code is recognised, your call can continue.

If ENTER PIN Appears

If ***ENTER PIN*** appears when making an external call, you must enter a PIN code to continue. When used, the PIN code's call barring settings override those of the phone from which you dial. The system checks the code against its list of codes before allowing the call.

To enter a forced PIN code:

1. Dial your **PIN** code. If you make a mistake, press ●**DELETE** to delete the last digit entered.

2. When you have entered your **PIN** code, press ●**DONE**.

3. If the system does not recognise the code it gives a constant tone. End your call attempt.

4. If the code is recognised, your call can continue.

Roaming PIN's

When you use a PIN code, its settings override those of the phone from which you dial. Note however that the system prefixes digits to force the call externally.

To use a roaming PIN:

1. Press **#** and enter your PIN code. If you make a mistake, press ●**DELETE** to delete the last digit entered.

2. When you have entered your **PIN** code, press ●**DONE**.

3. If the system does not recognise the code, your phone gives a constant tone. End your call attempt.

4. If the code is recognised, your call can continue.

Busy or Unanswered

Options If Busy or Unanswered

Your phone provides several methods for contacting an extension that is busy, not answering or set to no calls. These options work for normal, page and diverted calls.

- **Leave a Message:** Lights the lamp of the extension called. It also stores your number as a message to reply. If your system has a Voice Manager attached, you can record a voice message instead *(see page 36)*.
- **Callback:** Rings your phone when the extension called becomes free or is next used.
- **Camp On:** Flashes the extension's lamp to warn that you are waiting. It also stops other calls interrupting you.
- **Intrude:** Forces the other extension's call into a conference with you *(not available to all phones)*.
- **Monitor:** Allows you to hear the other call without interrupting it *(not available to all phones)*.

Arrange a Callback

If the extension you call is busy or just rings, you can set a callback. When that extension becomes free or is next used, your phone rings. If you answer, the other extension rings. After setting a callback you can make other calls, it will not take place while you are busy. You can only arrange one callback at any time.

The Ringer Timeout sets how long a callback rings your extension before it cancels *(see page 30)*. The system also cancels any callbacks that have not taken place after a set period *(normally 2 hours)*.

To arrange a Callback:

1. Press ●**CALLBACK** (the option does not appear if you already have a callback set).
2. The system ends the call.
3. Your phone shows ●**CALLBACK**.

To clear the Call Back:

1. Press ●**CALLBACK** again

Leave a Message

You can leave your extension number as a message for someone to call you *(see page 15)*. If their extension has a message lamp, it lights *(supported INDeX phones)*. If your call is diverted, the message goes to the extension you first called.

To leave a message:

1. Press ●**MESSAGE**. Your call ends unless the extension called has already reached its limit of stored messages.

Camp On and Wait

If the extension you call is busy, you can 'camp on' and wait. This flashes the lamp on the busy extension and if it has a suitable display, shows your name, number and **CALL WAITING**. While camped on your phone gives regular pips and you cannot make or receive other calls.

To Camp On to a busy extension:

1. Press ●**CAMP ON**.
2. To replace the handset without cancelling the camp on, press **SPEAKER** first.
3. To end the camp on, press **ANSWER RELEASE** or replace the handset.

Intrude

If your phone can intrude, an ●**INTRUDE** option appears when calling a busy extension. Your System Manager controls which extensions can intrude and be intruded on.

To intrude on a call:

1. Press ●**INTRUDE.**
2. There is a short delay during which you and the other parties hear several short pips.
3. After the intrusion, the system gives regular pips.

Monitoring a Call

Silent monitoring lets you listen to another call without being heard. Note that there are restrictions on who can use this function (contact your System Maintainer). If your phone can use silent monitoring, a ●**LISTEN** option appears.

Actions During a Call

Changing the Call Volume

You can change the caller volume during a call. The phone has separate volume levels for both the speaker and the handset.

To change the call volume:

1. During a call, press ●**VOLUME** (To change volume without making a call, just lift the handset or press **ANSWER RELEASE** first).

2. A slider appears. Adjusts this using the ●-keys on its left (softer) and right (louder).

3. When finished, press ●**DONE**.

Switching to Handsfree

You can switch between handsfree (speaker) and handset operation without interrupting the call.

To switch from the handset to speaker:

1. Press **SPEAKER**. You can now replace the handset without ending the call.

Muting Calls

You can stop the caller from hearing you if necessary. This feature works for both handsfree and handset calls.

To switch mute on/off:

1. Press **MUTE**. The ☎-symbol disappears when muted.

Adding Voluntary Account Codes

You can enter an account code during any external call. If the system records the call on its call log, it includes the account code. The system checks the code against its list of valid codes *(ask your System Manager for a copy)*.

To enter a voluntary account code:

1. During the call, press ●**ACCOUNT**.

2. Enter an account code. If you make a mistake, press ●**DELETE** to delete the last digit entered.

3. When you have entered the full code, press ●**DONE**.

4. If the system does not recognise the code, the phone displays *RE-ENTER ACCOUNT*.

Software Release

Occasionally you may need to talk to someone for support about your phone or phone system. It may be useful to tell that person what software your phone system uses.

To display the software release:

1. During a call, press **PROGRAM**, the phone displays the software installed on your system. To do this without making a call, just press **ANSWER RELEASE** first.

2. Press **SCROLL** to return to the normal display.

Create a Conference Call

External Lines:

If your exchange uses digital lines, you can conference several of these with internal parties. However, if your exchange uses any other type of line, you can only include one of those in a conference. Check with your
System Manager.

During a call, you can add callers to create a conference (of up to 64 calls).

To start or add to a conference:

1. Press **HOLD** to hold your current call (or conference).

2. Call the new person that you want in the conference.

3. If answered, ask if they wish to join a conference; if "yes" press ●**CONFER**, if "no" press **HOLD**.

4. If unanswered, press **HOLD** to retrieve to the first call.

To exit the conference:

1. Press **ANSWER RELEASE** or replace the handset.

To park all the conference parties:

1. Press ●**PARK** (see page 18).

To split a 3-way conference:

1. Press ●**SPLIT** to hold one caller and connect the other.

2. To switch between calls, press **HOLD**.

Recall

Your phone system may connect to another phone system by a fixed line (tie line). If this is the case, you may occasionally need to use a 'recall' (your System Manager will advise). To do this, ●**RECALL** appears when necessary.

Answering Calls

Answering Normal Calls

When calls arrive, the display shows information about the call before you answer. It gives a repeated double flash for external calls or a repeated single flash for internal calls. The ringer also shows the call type by a repeated single or double ring if on *(see page 29)*.

To answer the call:

1. Lift the handset or press **ANSWER RELEASE**.

Answering a Page Call

When someone pages your phone *(see page 6)* or a group to which it belongs *(your phone does not have to be in group)*, the system connects the page after giving a tone. You can hear the page but they cannot hear you. The display shows **PAGING** and the pager's number. If you answer a page it turns into a normal call.

To answer a page:

1. Press **ANSWER/RELEASE** and then pickup the handset or continue the call handsfree. Note that this feature can be switched off for the whole system.

Answering a Message

Other extensions can leave their number on your phone *(see page 12)*. Your phone can store several messages. It shows **CALL FOR MESSAGE**, the caller's number and the lamp comes on. The exceptions are:

- If your own number appears, this indicates an alarm *(see page 16)*.

- If **"Message From Voice Mail"** appears, this indicates voice mail *(see page 35)*.

To answer or cancel a message:

- To view any other message, press ●**NEXT** if shown.
- To call the extension, press ●**CALL**.
- To clear the message, press ●**CANCEL**.
- At the last message, press ●**AGAIN** to repeat the list.

Alarms - Triple Ring, Music or Recorded Message

You can set a personal alarm to ring your phone *(see page 31)*. The System Manager can also set system alarms to call a group to which you belong *(your phone does not have to be in group)*. In both cases, the alarm can consist of ringing, music or a recording plus a displayed message.

To answer an alarm:

1. Press ●**CANCEL** or **ANSWER RELEASE**.

Answering a Callback

You can arrange a callback from a busy or ringing extension *(see page 11)*. When the callback takes place, your phone displays the call details, **"CALLING"** and ●**CALLBACK**. If you do not answer, the callback cancels after a short time *(see page 30)*.

To answer/cancel a call back:

1. To continue the callback, press **ANSWER RELEASE**.

2. To cancel the callback, press ●**CALLBACK**.

Answering Other Extensions - Call Pickup

You can pickup an incoming external call to any other extension regardless of whether or not the other extension is in your group. In addition, your extension can store a pickup group number *(see below)*. If an extension in your pickup group rings with an external call, then the ●**PICKUP** option appears. You can also pickup calls using DSS *(see page 21)* or Soft DSS keys *(see page 25)*.

To show and pick up any ringing phone:

1. When you hear another extension ringing dial its number and then press ●**PICKUP.**

To pick up calls in your pickup group:

1. Press ●**PICKUP** to show the longest ringing call.

2. Press the ●-symbol *(if shown)* opposite the name to switch between details of the caller and called party.

3. To show other ringing phones, press ●**NEXT** *(if shown)*.

4. To pick up the call shown, press **ANSWER RELEASE**.

5. To cancel the pickup display, press ●**CANCEL**.

6. To repeat the list press ●**AGAIN**.

To set the phone's pickup group:

1. Press **PROGRAM** and then **SCROLL**. Press ●**PICKUP**.

2. Enter the phone's passcode *(see page 33)*.

3. The display shows the current pickup group (if set).

4. Press ●**CANCEL** and enter a new pickup group number.

5. Press **PROGRAM** to finish.

Transfer, Park & Hold Calls

Transferring Calls

You can transfer a call to an extension that is ringing or giving busy tone. If the call waits unanswered for too long, it may recall to your extension.

To transfer a call using hold:

1. Press **HOLD** to hold your current call.
2. Dial the extension to which you want to transfer the call.

   - **Announced transfer:** Wait to be answered. If okay to transfer, press **ANSWER RELEASE**. If not okay to transfer or unanswered, press **HOLD**.

   - **Unannounced transfer:** Press **ANSWER RELEASE** immediately (even if you hear ringing or busy tone).

To transfer a call using dial ahead:

1. Dial the number of the other extension.
2. If the display shows *FREE*, press **ANSWER RELEASE** to transfer, otherwise press ●**CANCEL**.

To transfer an external call using park:

1. Press ●**PARK** to park the current call. Note the line number of the call and give this to the person whom you want to unpark the call (e.g. by calling or paging them).

Holding Calls

Only the extension that holds a call can retrieve it unless they transfer the call. When you hold a call, your phone shows its details on the right of the display and the caller hears music *(if installed)*. You can only hold one call.

To hold a call:

1. Press **HOLD** (Pressing **ANSWER RELEASE** now or replacing the handset parks the call, see page 18).
2. Retrieve the call by pressing **HOLD** again or make another call (enquiry call) and then:
3. Press the ●-symbol (if shown) opposite the name to switch the display between the current and the held call details.

   - To switch between calls, press **HOLD**.

   - To conference, press ●**CONFER** (see page 14)

   - To transfer the held call, press **ANSWER RELEASE**.

Parking Calls

You can retrieve parked calls at any other extension on the system. Your phone displays calls you parked by a flashing ●-symbol next to the line number. You can park several calls simultaneously. Calls parked and not retrieved may recall your phone a short time.

To park an external call:

1. During the call, press ●**PARK.**

To unpark calls parked at your extension:

1. Press the display key next to the flashing ●-symbol.

To unpark a call at another extension:

1. Dial the parked call's line number *(external calls only).*

Dialling Ahead

On incoming call you can display the status of another extension (or group) without interrupting your call.

To dial ahead during a call:

1. Dial the number that you want to check.
2. The extension's status appears on the right-hand display; **FREE**, **BUSY** or **NU** (Number Unobtainable).
3. Dial another number or press ●**CANCEL**.

If the extension displayed is free:

1. For an unannounced transfer, press **ANSWER RELEASE**.
2. To make an enquiry, press **HOLD**. This holds your current caller and rings the dial ahead extension.
3. If unanswered, press **HOLD** to retrieve your first call.
4. If answered, either press **ANSWER RELEASE** to transfer your call or press **HOLD** again to switch between calls.

You can set your phone to always automatically hold your current call and ring the dial ahead number if it is free (rather than display **FREE**).

To select show free or ring if free:

1. Press **PROGRAM** and then **SCROLL**. Press ●**CALLFREE**.
2. Enter the phone's passcode (see page 33).
3. To change the current setting, press ●**CHANGE**.
4. Press ●**DONE** and then press **PROGRAM** to finish.

Diverting Calls

Using Diverts

Your phone can store diverts for different situations, i.e. when busy, not answering and to divert all calls. You can divert to an extension, a speed dial or personal number (mobile, home, delegate, etc.).

- **Divert on Busy:** Used when your phone is on a call. When set, callers cannot set a callback or camp on.
- **Divert on No Answer:** Used after a call rings your phone for a set period *(see page 30)*.
- **Divert All:** Used with the **DIVERT** key. When on, only the extension to which you divert the calls can ring you.
- **No Calls:** Stops **all** calls. Callers hear continuous tone or divert to the **Divert All** number if set.
- **Remote forward:** This feature must be permitted by the System Manager. Allows you to remotely change your **Divert All** number and switch **DIVERT** on/off.

Setting the Divert Numbers

You can set diverts for when you are busy (***ON BUSY***), do not answer (***NO ANS.***) or want to divert all calls (***ALL***).

To set a divert number:

1. Press **PROGRAM** and then **DIVERT**.
2. Enter your phone's passcode *(see page 33)*.
3. Select the divert (●**ON BUSY**, ●**NO ANS.** or ●**ALL**).
4. The display shows the current diversion number (if set).
5. Press ●**DELETE** and then dial the new number (for **ALL**, you can also press **SPEED DIAL** and select a system speed dial for an external divert).
6. Press ●**DONE** and select another divert if required.
7. Press **PROGRAM** to finish.

Switching Divert All On/Off

Pressing **DIVERT** switches Divert All on or off. When on, all your calls go to the Divert All number. That extension can call you and transfer calls back. Switching **DIVERT** on cancel group or no calls.

To switch divert all on/off:

1. Press **DIVERT**. When on, a ●-appears above the key. You also hear broken dial tone if you lift the handset or press **ANSWER RELEASE** *(you can still make calls)*.

Switching No Calls On/Off

Pressing **NO CALLS** switches it on or off. When on, and you lift the handset or press **ANSWER RELEASE** you will hear a broken dial, but you can still make calls. How it works depends on if you have set a Divert All number *(see page 19)*.

- **With a Divert All Set:** Press **NO CALLS** and ●-**DIVERT**. The ●-symbol above the **NO CALLS** key stays on. All calls go to the divert number but unlike **Divert All**, even that number cannot call you. Or, press ●-**REJECT** and the ●-symbol above the **NO CALLS** key flashes and callers hear continuous tone

- **With no Divert All Set:** Press **NO CALLS** and ●-**REJECT.** The ●-symbol above the **NO CALLS** key flashes and callers hear continuous tone.

Displaying an Absence Message

You can select an absence message to display on your phone. It then also appears on any other suitable phones that calls you *(unless you have a Divert All number in use)*.

To select an absence message:

1. Press **PROGRAM** and then ●**ABSENT**.
2. Enter the phone's passcode (see page 33).
3. Press ●**CHANGE** to select a message (or ●**CLEAR** to cancel an existing message). For just personal text, select **CUSTOM**. Then press ●**DONE**.
4. **PERSONAL TEXT?** appears. To have no personal text, press ●**NONE**. To add some text press ●**EDIT**. Enter text as for editing the phone name *(see page 34)*.
5. When complete, press ●**SET**.

Forwarding Calls

Forward allows you to remotely set your phone to divert. By default, the system bars remote forwarding extensions. Contact your System Manager to enable this feature.

To set a forward:

1. Press **PROGRAM** and then ●**FORWARD**.
2. The display shows **FORWARD FROM ?**. Enter the phone from which to forward calls and press ●**DONE**.
3. Enter **that** phone's passcode *(see page 33)*.
4. The display shows **FORWARD TO ?** and the phone's current Divert All number (if set).
5. To change the forward, press ●**CANCEL** and enter the new number for diverting all calls.
6. Press ●**DONE** and then press **PROGRAM** to finish.

DSS Keys

Setting Up a DSS Key

Phones have eight DSS keys along their right-hand edge. Each can store a line, extension or group number. They allow you to dial those numbers in a single key press and do actions such as pickup, unpark, etc.

You can also use DSS keys to dial personal speed dial numbers (*see page 9*). In addition, certain network environments may allow you to program remote extensions under DSS keys. Consult your System Manager for details.

To set a DSS/BLF key directory number:

1. Press **PROGRAM** and then the DSS key to use.
2. Enter the phone's passcode *(see page 33)*.
3. The display shows the current stored number (if set).
4. Press ●**CANCEL** and dial the number to store.
5. Select another DSS key or **PROGRAM** to finish.

Using DSS Keys

Once setup, you can use the DSS key for the following actions. You can also use DSS keys to dial personal speed dial numbers *(see page 9)*.

To make internal calls:
Press the DSS key storing the extension or group number.

To make external calls:
Press the DSS key storing the line or line group number, then dial the external number.

To pickup calls:
Press the DSS key storing the ringing extension number *(fast flashing red BLF lamp)*.

To unpark calls:
Press the DSS key storing the parked line number *(slow flashing green or red BLF lamp)*.

To make a page call:
Press ●**PAGE** and then the DSS key storing the extension or group number.

BLF Status Lamps

The DSS keys on 2050 & 2060 phones incorporate dual-colour BLF lamps. These show the status of the number stored under the DSS key.

Red BLF Lamp Signals: *Calls to/from other extensions.*

- **Slow Flash:** Call on line parked at another extension.
- **Fast Flash:** Extension ringing.
- **Solid:** Extension or line busy.

Green BLF Lamp Signals: *Calls to your extension.*

- **Slow Flash:** Call on line parked at your extension.
- **Fast Flash:** External call ringing your extension.
- **Solid:** Call connected or held at your extension.

Alternate Green/Red Lamp Signal: Pilot Number.

- **Slow Flash:** Caller ringing pilot number.

DSS Key Label

Next to the DSS keys is a label. You can remove the label cover to write on the card below. You can also remove the label cover under the handset using the same method *(it has a single pin hole on the bottom edge)*.

To remove the label cover:

1. Insert a fine but not sharp point (e.g. end of a paper-clip) into one pin hole. Squeeze the label to the right.
2. Repeat with the other pin hole.
3. Lift the label cover clear and remove the card insert.

To replace the label cover:

1. Replace the card insert.
2. Slide the tabs on the right-hand edge of the label cover into their slots.
3. Bow the label cover to slip the tabs on the left-hand edge of the label cover into their slots.

DSS Key Label Template

A template for printing DSS key labels exists. It can be used with Word for Windows 2, 6 or 7. Contact your System Manager for a copy of the template, alternatively you can obtain it from our internet site (**http://www.sdxplc.com**).

Interruptions During a Call

Answering a Call Waiting

If during a call, **CALL WAITING** appears and the lamp fast flashes, then someone has 'camped on' to your phone *(see page 12)*. Press the ●-symbol *(if shown)* opposite the name to switch between details of the waiting and current call.

To answer a call waiting:

1. Park (press ●**PARK**) or end your current call.

2. The waiting call rings your phone.

Answering an Alert

If **ON HOLD** appears during a call, an extension with your number set as a Soft DSS key has sent you an alert *(see page 26)*. Press the ●-symbol *(if shown)* opposite the name to switch between details of the current and waiting alert call.

To switch between calls:

1. Press **HOLD**. Use the held call features *(see page 17)*.

Single Pips - Intrusion

Single pips during a call indicate that another phone is about to intrude on your call. Once they intrude, the system gives regular reminder pips.

Please Finish Call Message

The system supports **Clearcheck**. "**PLEASE FINISH CALL**" appears when maintenance is about to start on a part of the system your phone is using. The message "**THIS TERMINAL IS OFFLINE**" appears when maintenance is in progress.

ACD Working

ACD on 2050/2060 Phones?

Your System Manager can provide 2050/2060 phones with some ACD functions. ACD (Automatic Call Distribution) is a process widely used in telesales, informal Call Centres, departmental Helpdesks, etc. When ACD agents log on from their phone, the system automatically starts to direct appropriate incoming calls to them if they are free.

Starting ACD Working - Logging On

To receive ACD calls you must log on.

To Log On:

1. Press ●**LOG ON**.

2. Enter your agent number. *(You may be asked to enter your telephone's passcode.)* If you make a mistake, press ●**CANCEL** and re-enter your agent number.

3. Press ●**DONE**.

4. If not recognised or already in use, either enter your number again or press ●**DONE**.

5. A solid ●-symbol above the **GROUP** keys indicates when you are available to receive ACD calls.

Stopping ACD Calls Temporarily - Busy

To temporarily stop receiving ACD calls:

1. To indicate that you are at your desk but doing other work, press **GROUP**. The flashing ●-symbol above the **GROUP** key indicates **'busy wrap up'** to the ACD system. The system can automatically cancel this after a short time.

2. To indicate that you are away from your desk, press **NO CALLS**. The flashing ●-symbol above the **NO CALLS** key indicates **'busy not available'** to the ACD system.

3. To indicate you are ready to receive ACD calls again, press the GROUP key. A solid ●-symbol above the **GROUP** key indicates **'ready'** to the ACD system.

Finishing ACD Working - Logging Off

To Log Off:

1. Press ●**LOG OFF**.

Manager-Secretary Working

Using Soft DSS Keys

The system supports a range of functions for users who work together, i.e. regularly call and transfer calls between each other. This is called "Manager-Secretary working".

Soft DSS displays the name of another extension. The adjacent display key allows you to make calls to that extension plus other features. The display key's ●-symbol acts as a busy lamp to show the extension's status.

Soft DSS has two modes. In half-line mode you can set 4 Soft DSS keys. In full-line mode you can only set 2 keys but these can display more details and functions.

Soft DSS Key Display

After setting up a Soft DSS key, the ●-symbol next to the extension's name shows its status, e.g.

Alan.R		**Off = Extension is free.**
Alan.R		**Flashing = Extension is ringing.**
Alan.R		**On = The extension is busy.**

In full-line mode, the display also shows when an extension is on **DIVERT** or **NO CALLS**.

Alan.R –)	●		**Set to No Calls, no divert all set.**
Alan.R –)	● 204		**Set to No Calls, diverting to 204.**
Alan.R –●)	204		**Set to Divert All, diverting to 204.**

Making Calls

The ●-symbol next to the Soft DSS extension name is solid when busy, flashes when ringing and not shown if free.

To make a call using a Soft DSS key:

1. Press the display key next to the extension name. The Soft DSS usage setting of your phone and the phone called determine what type of call occurs *(see page 28)*.

2. If the extension is busy, the phone displays the same options as for normal calls *(see page 11)*.

Park Transferring Calls

During calls, full line Soft DSS keys display **<-PARK** next to each name. Pressing the ●-key next a **<-PARK** option, transfers and parks your caller against that extension.

To park transfer a call:

1. Note the call's line number on the display.
2. Press the ●-key on the right of the Soft DSS name. The system transfers the call and parks it at that extension.
3. Press the ●-key on the left of the Soft DSS name to call that extension and announce the parked caller.
4. If the Soft DSS extension does not answer or want the call, dial the line number to retrieve the parked call.

Alerting a Busy Extension

A solid ●-symbol next to a Soft DSS key means that extension is busy. In full-line mode, you can send them an alert *(only to another display phone)*. This places you on hold against their extension.

To alert the extension:

1. Press the display key on the right of the name. The display shows details of the extension's current call.
2. If ●**ALERT** does not appear, the extension is busy for reasons other than a call, e.g. handset off-hook.
3. Press ●**ALERT**. The display shows **HOLDING**.
4. If ●**INTRUDE** appears, you can intrude on the call *(see page 12)*.

Remotely Switching No Calls/Divert On/Off

In full-line mode, Soft DSS keys allow you to remotely switch the extension's *NO CALLS* or *DIVERT ALL* on/off.

To switch on/off divert all or no calls:

1. Press the ●-key on the right of the extension name.
2. If ●**ALERT** appears the extension is busy. Press the ● key on the right of the extension name again (press ●**SCROLL** if necessary to redisplay the name).
3. Select the option to change; ●**NOCALLS** or ●**DIVERT**
4. **DIVERT** does not appear if the extension does not have a Divert All number set).
5. The Soft DSS display shows the new status.

Manager-Secretary Setup

Planning Soft DSS Keys

When setting up Soft DSS keys you must decide:

- **How many Soft DSS keys do you want?**
  Half-line mode supports up to 4 keys. Full-line mode supports up to 2 keys but shows more information.

- **What Soft DSS key features do you want to have?**
  You can use half-line mode to make calls only. You can use full-line mode to make calls, send alerts, etc.

- **What type of calls do you want to make/receive?**
  When using Soft DSS keys to make a call, the usage setting of your phone and the phone called determines the type of call. The possibilities are:

  - **Standard Call:** The same as a normally dialled call.
  - **Page Call:** The extension called hears a single tone and can then hear you (you cannot hear them).
  - **Direct Call:** The extension called hears a single tone and then you can hear each other.

There are 4 usage settings (**Normal**, **Auto Answer**, **Voice** and **Intercom**). See "Changing the Soft DSS Usage" on page 28 for how the different usage settings interact.

Setting Up Soft DSS Keys

To clear the Soft DSS keys after setup, cancel all the set extensions *(see "Changing the Soft DSS Extensions")*.

To setup Soft DSS keys:

1. Press PROGRAM, SCROLL and then ●SOFT DSS.
2. Enter the phone's passcode *(see page 33)*.
3. The phone shows *NO SOFT DSS KEYS*. Press ●CHANGE until the display mode required appears, then press ●DONE.
4. Enter the first extension number and then press ●NEXT. If the right-hand display is blank, you can enter another. If you have entered all the extensions, press ●DONE.
5. Press ●USAGE. Press ●CHANGE until the setting required appears and then press ●DONE.
6. Press PROGRAM to finish.

Changing the Soft DSS Display Mode

The display mode sets how many Soft DSS keys you can have; 4 in half-line mode or 2 in full-line mode. Note that if you change mode from half-line to full-line, you lose the last two extensions entered.

To set the Soft DSS key display mode:

1. Press **PROGRAM** and **SCROLL**. Press ●**SOFT DSS**.

2. Enter the phone's passcode *(see page 33)*.

3. Press ●**MODE**. The display shows the current mode.

4. To change mode, press ●**CHANGE**.

5. Press ●**DONE**. The display goes to extension entry.

6. Press **PROGRAM** to finish.

Changing the Soft DSS Extensions

The Soft DSS features only work correctly with extension numbers. Do not set lines or groups as Soft DSS keys.

To set a Soft DSS key extension:

1. Press **PROGRAM** and **SCROLL**. Press ●**SOFT DSS**.

2. Enter the phone's passcode *(see page 33)*.

3. Press ●**EXTNS.** to display the first number set.

   - To cancel the number, press ●**CANCEL**.

   - To display the next number, press ●**NEXT**.

   - To enter a new number, press ●**NEXT** until the top-right display goes blank, then enter the number.

4. Press **PROGRAM** to finish.

Changing the Soft DSS Usage

When using Soft DSS Keys to make a call, the usage setting of the two phones determines the type of call that occurs *(see diagram)*. The phone's usage setting affects all of its Soft DSS keys. The system treats extensions with no Soft DSS Keys as set to **NORMAL CALL**.

Usage Setting	Call Type	Usage Setting
Normal or Auto Answer	< Standard / Standard >	Normal or Auto Answer
Normal	< Page / Standard >	Voice or Intercom
Auto Answer	< Direct / Standard >	Voice or Intercom
Voice	< Page / Page >	Voice
Voice	< Page / Direct >	Intercom
Intercom	< Direct / Direct >	Intercom

To set the soft DSS key usage:

1. Press **PROGRAM** and **SCROLL**. Press ●**SOFT DSS**.

2. Enter the phone's passcode *(see page 33)*.

3. Press ●**USAGE**. The display shows the current setting.

4. To change the current usage, press ●**CHANGE**.

5. Press **PROGRAM** to finish.

Ringer Controls

Changing the Ringer Volume

While altering the volume, the phone rings.

To change the ringer volume:

1. Press **PROGRAM** and then ●**RINGER**.
2. Enter the phone's passcode *(see page 33)*.
3. Press ●**VOLUME**. The display shows a slider. Adjust this using the ●-keys on its left (softer) or right (louder).
4. Press **PROGRAM** to finish.

Changing the Ringer Sound

The ringer sound contains three tones. You can adjust the 'mix' of these to achieve your own distinctive ring. While doing this the phone rings.

To change the ringer sound:

1. Press **PROGRAM** and then ●**RINGER**.
2. Enter the phone's passcode *(see page 33)*.
3. Press ●**SOUND**. The display shows a slider. Adjust this using the ●-keys on its left and right.
4. To select another part of the sound to adjust, press ●**TONE**. This changes the slider to a different tone.
5. Press **PROGRAM** to finish.

Switching the Ringer On/Off

You can switch the ringer on or off for internal and/or external calls. This does not affect the information displayed.

For internal calls you can also select **AUTO ANSWER** to connect internal calls after giving just a single tone. This feature is sometimes called "Splash calls".

To switch the internal or external ring on/off:

1. Press **PROGRAM** and then ●**RINGER**.
2. Enter the phone's passcode *(see page 33)*.
3. Press ●**SCROLL** and then press ●**EXTERNAL** or ●**INTERNAL**. The display shows the current setting.
4. To change the ringer mode, press ●**CHANGE** to select **ON**, **OFF** or **AUTO ANSWER** *(internal only)*.
5. Press **PROGRAM** to finish.

Setting a Ringer Step

If a call rings unanswered, the phone can increase the volume on each ring until it reaches its maximum. You can select several sizes of increase step.

To set the ringer volume step size:

1. Press **PROGRAM** and then ●**RINGER**.

2. Enter the phone's passcode (see page 33).

3. Press ●**STEPS**. The display shows the current setting; **LARGE STEP**, **SMALL STEP** or **NO STEP** (no increase).

4. To select another step size, press ●**CHANGE**.

5. Press **PROGRAM** to finish.

Setting the Ringer Timeout

The ringer timeout control several actions.

- **Callback:**
  How long a callback rings you before cancelling.

- **Group hunting:**
  How long calls to a group of which your phone is a member, ring your phone before trying the next member.

- **Divert on no answer:**
  How long calls ring at your phone before the system uses Divert on No Answer if set.

To set the ringer timeout:

1. Press **PROGRAM** and then ●**RINGER**.

2. Enter the phone's passcode *(see page 33)*.

3. Press ●**TIMEOUT**. The display shows the current setting.

4. Press ●**CANCEL** and enter the new timeout in seconds. The normal value of 10 seconds is equal to 3 rings.

5. Press **PROGRAM** to finish.

Automatic External Call Connection

The System Manager can set 2050/2060 phones with ACD operation into free flow mode. In this mode, the system connects external calls automatically after just a single tone (but not transferred external calls). After you end the call, the system waits 3 seconds before connecting any following call.

Other Features

Personal Alarms

You can set the phone to give you an alarm call at a set time on a particular day or type of day (e.g. weekdays). The alarm can be normal ringing, music or a system announcement. You can also add your own short text message. If your phone is busy at the set time, the alarm waits until it is free.

Your System Manager can also arrange alarms. System alarms do not wait until your phone is free. You do not have to be in group to receive a System alarm.

To set a personal alarm:

1. Press **PROGRAM** and then ●**ALARM**.

2. Enter the phone's passcode *(see page 33)*. If you have an alarm set, ●**CLEAR** appears below the alarm time.

3. **To set the alarm type:** Press ●**TYPE**. Press ●**CHANGE** until the required type of alarm appears, then press ●**DONE**.

4. **To add or remove an alarm message:**
   Press ●**MESSAGE** and:

   - To select no message, press ●**NONE**.

   - To alter the message, press ●**EDIT**.
     Enter the message text *(see page 34)* and then press ●**DONE**.

5. **To set the alarm time and day:** Press ●**SET**. Dial the alarm time in 24-hour clock format. Press the ● symbol on either side of the day shown to select the day or days on which the alarm should occur, then press ●**DONE**.

6. Press **PROGRAM** to finish programming.

To clear a personal alarm:

1. Press **PROGRAM** and then press ●**ALARM**.

2. Enter the phone's passcode *(see page 33)*.

3. Press ●**CLEAR** to cancel the alarm settings.

Automatic Calls - Hotline Operation

Hotline operation allows a phone to automatically dial a number when left off-hook for a set period. Your System Manager or maintainer controls this feature.

Missed Calls

The ●**MISSED** function displays the last five unanswered external calls to your phone. Note that this function only works for calls which include CLI, i.e. the caller's phone number.

Press ●**MISSED** and then use the lower left and right display keys to move between details of different calls. You can recall the displayed caller by pressing ●**CALL**.

You can save a number by pressing ●**SAVE**. This stops the number being removed until you press ●**DELETE**. The missed calls function stores a maximum of five missed numbers including saved numbers.

Note that unsaved missed numbers are removed once you exit the missed function.

Group

Your phone can be included in a group of phones. When 'in group', you receive calls made to the group number.

The group's type sets the order in which members ring. The types are rotary, collective, sequential and longest waiting.

When in a group where each member rings in turn, your phone rings for the time set by its ringer timeout *(see page 30)*. Going into group switches divert all or no calls off.

To join/leave group:

1. Pressing the **GROUP** key takes your phone in or out of group.
2. When 'in group' (shown by a ●-symbol above the **GROUP** key) you can receive calls made to the group.
3. Your System Manager can stop use of the **GROUP** key.

Hot Desking

Warning:
Phones being used for ACD also have log on and log off controls and should not be confused with phones being used for hot desking.

In some situations a phone may be shared by more than one person, with each person having a different extension number. This is called "hot desking".

Whilst a user is logged off, calls to them will follow their divert all settings or are re-routed by the INDeX if they have no divert set.

To Log On:

1. If the phone is displaying **NOT LOGGED ON**, press either ●**LOG ON** and enter your number or ●**INDeX** and select your name. You may be asked to enter your passcode (option set by your System Manager). See page 33 for details on entering and changing your passcode.
2. If the phone is displaying **LOG OFF**, press that key first and then perform step 1 as above.

Phone Settings

The Phone Passcode

If the phone displays **ENTER PASSCODE,** it expects you to dial its four-digit passcode. The default passcode is 0000.

Wrong passcode entry can result in the phone becoming barred. Barred phones cannot access features requiring passcode entry. They can make external calls but only to special numbers, e.g. Emergency numbers.

To enter the phone's passcode:

1. Dial the 4-digit passcode. If you make a mistake, press ●**CANCEL** and restart entry.

2. If you enter the wrong number, the phone displays *REENTER*. Enter the passcode again or press **PROGRAM** to end programming.

3. If you enter the wrong passcode 5 times, the phone displays *THIS TERMINAL IS BARRED*. To unbar your phone contact the System Manager.

To change the phone's passcode:

1. Press **PROGRAM** and then **SCROLL** twice. Press ●**PASS**.

2. Enter the current passcode.

3. The display shows **ENTER NEW CODE**. Enter the new passcode (all passcodes must be four digits).

   - To restart after a mistake, press ●**CANCEL**.

Background Music

If your system has external Music-on-Hold installed, you may be able to have it play when the phone is not in use. The phone's speaker volume controls the loudness of the music *(see page 13)*.

To switch background music on/off:

1. Press **PROGRAM** and then **SCROLL**. Press ●**MUSIC**.

2. Enter the phone's passcode *(see page 33)*.

3. The display shows the **NO MUSIC** or **BACKGROUND MUSIC**.

4. To change the current setting press ●**CHANGE**.

5. Press ●**DONE** and then press **PROGRAM** to finish.

Displaying Phone Details

You can view the details of the phone's type, number and directory name on the display.

To display the phone's details:

1. Press **PROGRAM** and then press **SPEAKER**.

2. The display shows the phone's type, number and on the bottom line the phone's directory name.

3. Press **PROGRAM** to return to normal use.

Locking/Unlocking the Phone

You can lock your phone. This stops it being used to make external calls, users hear continuous tone instead. You can still make internal calls whilst locked.

To lock/unlock a phone:

1. Press **PROGRAM** and then **NO CALLS**.

2. Enter the phone's passcode *(see page 33)*.

3. The phone displays the current setting.

4. To change the current setting, press ●**CHANGE**.

5. Press ●**DONE** and then press **PROGRAM** to finish.

Language Controls

The system allows you to select which language to use for the phone's display.

To change the phone's display language:

1. Press **PROGRAM** and then **SCROLL** twice.

2. Press ●**LANGUAGE**.

3. Press ●**CHANGE** to select the language required or your system's **DEFAULT** language.

4. Then press ●**DONE** and then press **PROGRAM** to finish.

Voice Manager

Listening to Voice Messages

The system can include a Voice Manager to record messages in your own voice mailbox. You can use this by setting the Voice Manager number as your diverts *(see page 19)*. Remember to check your mailbox regularly as the Voice Manager can delete messages after set periods.

- **Voice Manager Functions :**
  The INDeX supports a number of different Voice Managers and so the range of options available to you may differ.

To check your mailbox:

1. Press ●**LISTEN** or ●**VOICE** and then ●**LISTEN**.
2. The display shows *ENTER PASSCODE*. Enter your mailbox passcode (not your phone's passcode).
   - If you make an error, press ●**CANCEL** to restart.
3. Once in your mailbox, the Voice Manager tells you how many messages you have. Use the controls below.

To control your mailbox messages:

1. To rewind the message, press ●**REWIND**.
2. To fast forward the message, press ●**FFWD**.
3. To hear the next message, press ●**NEXT**.
4. To delete the message, press ●**DELETE**.
5. To hear the previous message, press ●**SCROLL** and ●**PREVIOUS**.
6. To find out when the message was left, press ●**WHEN**.
7. To copy the message to a mailbox, press ●**COPY**.
8. To save the message press **SCROLL** and then ●**SAVE**.

Using Any Phone

You can dial the Voice Manager and check your mail when away from your desk or even out of the office. The phone you use must have MF tone dialling with ✻ and **#** keys.

To access the Voice Manager:

1. If internal, dial the Voice Manager extension number.
2. If external, either dial in to your company and ask to be transfer to the Voice Manager extension or use a direct number if your company has one set up
3. When you hear the Voice Manager respond, press #.
4. Enter your mailbox ID. and then your mailbox password if requested.
5. The voice manager will provide you with prompts to control the messages.

Changing Your Temporary Greeting

You can replace your mailbox greeting with a temporary one. The Voice Manager will delete it during its daily housekeeping (which normally occurs at night).

To add a temporary mailbox greeting:

1. Press ●**VOICE** and then ●**TEMP MSG**.

2. The display shows *ENTER PASSCODE*. Enter your mailbox passcode.

3. Once the Voice Manager accepts your passcode, it shows ●**LISTEN**, ●**CHANGE**, ●**DELETE** and ●**FINISH**.

4. When finished, replace the handset.

Leaving Voice Mail Messages

To leave voice messages:

1. Press ●**VOICE** and then ●**MESSAGE**.

2. The display shows *DIAL EXTENSION*. Enter the extension for whom you want to leave a message.

3. Voice Manager plays the extension's mailbox name and gives a tone. Speak your message and press ●**FINISH**.

   - To check your message, press ●**REVIEW**.
   - To change the message, press ●**RERECORD**.
   - To send the message if okay, press ●**SEND**.
   - To cancel the message, press **ANSWER RELEASE**.

4. If you want to leave another message, press ●**NEXT**, otherwise replace the handset.

Modifying Your Mailbox

To modify your mailbox name, password and greeting:

1. Press ●**VOICE** and then ●**MODIFY** (if lines to the Voice Manager are busy, the phone shows a ●**WAIT** option).

2. The display shows *ENTER PASSCODE*. Enter your mailbox passcode *(If you make an error, press ●CANCEL to restart)*.

3. Once the Voice Manager accepts your passcode, select the feature you wish to change (each has options to ●**LISTEN**, ●**CHANGE** and ●**FINISH**).

   - To alter your password, select ●**PASSWORD**. Do not set an obvious password such as 1234, 0000 or your extension number.
   - To alter your greeting, select ●**PERM MSG**.
   - To alter your mailbox name, select ●**NAME**.

4. When finished, replace the handset.

System Manager Phones

What are System Manager Phones?

The System Manager can give special 'System Manager' status to some display phones. Those phones can then access a set of extra features.

Night Service

Phones and lines on the system divide into areas. Each area links to a night service timetable. The system takes the areas in and out of night service using those timetables. Phones with System Manager status can manually switch areas between day and night service.

During night service, display phones show a crescent moon symbol at the top-right. Other typical effects are:

- **Lines:** The system directs calls to a night desk number, answerphone extension or Voice Manager *(if installed)*.
- **Phones:** The type of external call you can make becomes more restricted, e.g. no long distance calls.

To switch areas between Day & Night Service:

1. Press ●**SETUP** and then ●**SERVICE**.
2. To change all areas, press ●**ALL**.
3. To change a particular area, press ●**SELECT**. Enter the area and press ●**DONE**.
4. Press ●**CHANGE** to select **DAY** or **NIGHT SERVICE**.
5. When finished press ●**DONE**.

Changing the Time

Phones with System Manager status can alter the time set on the system and displayed on phones. The time shown is in either 12-hour or 24-hour clock format (set by the maintainer).

To set the time:

1. Press ●**SET UP** and then ●**TIME**.
2. Enter the new time in 24-hour format.
3. If entered wrongly, press ●**CANCEL** and re-enter.
4. To cancel the change press **ANSWER RELEASE**.
5. When finished, press ●**DONE**.

Changing the Date

Phones with System Manager status can alter the date set on the system and displayed on the phones. The date on phones either displays as **day:month:year** or just **day:month**. Your System Manager controls this feature.

To set the date:

1. Press ●**SET UP** and then ●**DATE**.

2. Enter the new date as day, month and year.

3. If entered wrongly, press ●**CANCEL** and re-enter.

4. To cancel the change and exit, press **ANSWER RELEASE**.

5. When finished, press ●**DONE**.

Recording ACA Messages

Phones with System Manager status can play and record the messages used on Automatic Call Announcer (ACA) modules. Note that while using these functions, any features that use the ACA module will not run.

The system uses ACA modules in two ways. It plays to external callers waiting to be answered. It also uses them for system and personal alarms.

To play/record an ACA module:

1. Press ●**SET UP** and then ●**ACA MSG**. Dial the directory number of the module. If the module is locked, press ●**CHANGE** to unlock it.

2. To play the current recording: Press ●**PLAY** to start the module. Press ●**STOP** to stop the module.

3. To select the recording source: Press ●**SOURCE**. Press ●**CHANGE** until the source required; **TERMINAL** *(the phone)* or **INPUT FROM EXT** *(the control cabinet jack socket)*. When selected, press ●**DONE**.

4. To record from the selected source: Press ●**RECORD** and when the phone asks for confirmation press ●**RECORD** again. Record the message and then press ●**STOP**.

5. When completed, press ●**SECURE** to relock the module so that it can be used.

Good Phone Usage

General Phone Usage

The phone provides a quick method of communication. However, think carefully about how you use it. Your phone manner is a key part of the company's and your image.

- Speak clearly and maintain a friendly manner.
- Position the phone within easy reach for use.
- Keep a pen and paper near the phone and use them.
- Keep a list of company and external numbers handy or use the ●**INDeX** function *(see page 8)*.
- If you have to talk to someone else in the office during a call, inform the caller and then use **MUTE** or **HOLD**.
- Avoid giving your operator unnecessary work:
- Transfer callers yourself rather than via the operator.
- Keep your System Manager informed of changes in your department, so that they can keep your pickup groups, phone directories, etc. up to date.

Answering Calls

- Answer the phone promptly and identify yourself.
- Sound helpful and friendly.
- Get the caller's name and use it.
- Do not be bad mannered to wrong numbers, always accept the apology. Transfer the call to the correct extension if you can.
- Listen to the caller and let them know you are listening.
- If taking a message, include your name, the callers name, date, time and subject.
- If cut-off, wait for the original caller to call back.

Making Calls

- Know what you want to say, avoid rambling. If necessary, prepare key point notes before the call.
- If you get a wrong number, always apologize, it is not the other person's fault.
- If cut-off, call back as soon as possible.
- If an extension diverts to Voice Mail, leave a message. Do not hold for another person unless urgent.

Glossary

Account Codes
A code of up to 12 digits that the system outputs to its call log with call details. Codes entered are checked against up to 400 stored on the system.

Area
Each extension and line on the system belongs to one of up to 250 areas. They then follow the night service timetable linked to that area.

BLF
(Busy Lamp Field) Lamp which shows the status (busy, ringing, etc.) of a particular number. Normally associated with the number stored under a DSS key.

Call Log
The system can log calls that match set criteria, e.g. length, direction, line, extension. The log includes call details such as number, account codes, time, etc.

Camp On
A function which leaves your phone set to ring a busy extension or line as soon as it becomes free. Stops you receiving any other calls in the meantime.

Collective
A group where the system rings all the free group members at the same time.

DSS
(Direct Station Select) Keys which store line, extension or group numbers. For use when making calls, etc.

Longest Waiting
A group where the system rings the free group members in order of how long they have been free.

Manager Secretary Working
A name for functions that help one user to make and receive calls for transfer to another user.

Page
A one-way call which connects without ringing and uses the speaker of the phone(s) called. Also called a broadcast call.

Pickup Group
A group of phones within which you can pickup and answer calls ringing at member extensions.

Pilot Number
A special number used to route DDI calls on the phone system.

PIN Code
The system stores up to 400 6-digit PIN codes. Each has its own call barring and phone settings. When you use a PIN, its settings override those of the phone from which you dial.

POT
(Plain Ordinary Telephone) Also called two-wire telephones, includes fax and answer phones.

Rotary
A group where the system starts with the first free group member after the last member rung. If unanswered, the system tries the next free member and so on.

Sequential
A group where the system rings the first free group member, always starting from the front of the group. If unanswered, the system tries the next free member and shuttles between the first two free members.

Speed Dials
Speed dials store phone numbers (and sometimes account codes). The phone number can then be dialled by keying the number of the speed dial store.

Tenancy
The system divides into tenancies, each containing different extensions and lines. Calls between tenancies are normally not allowed. Tenancies sub-divide into areas.

20CC Turret Terminals
Similar to the 20 Series display phones, 20CC phones are designed for headset working in ACD (telesales) environments.

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