









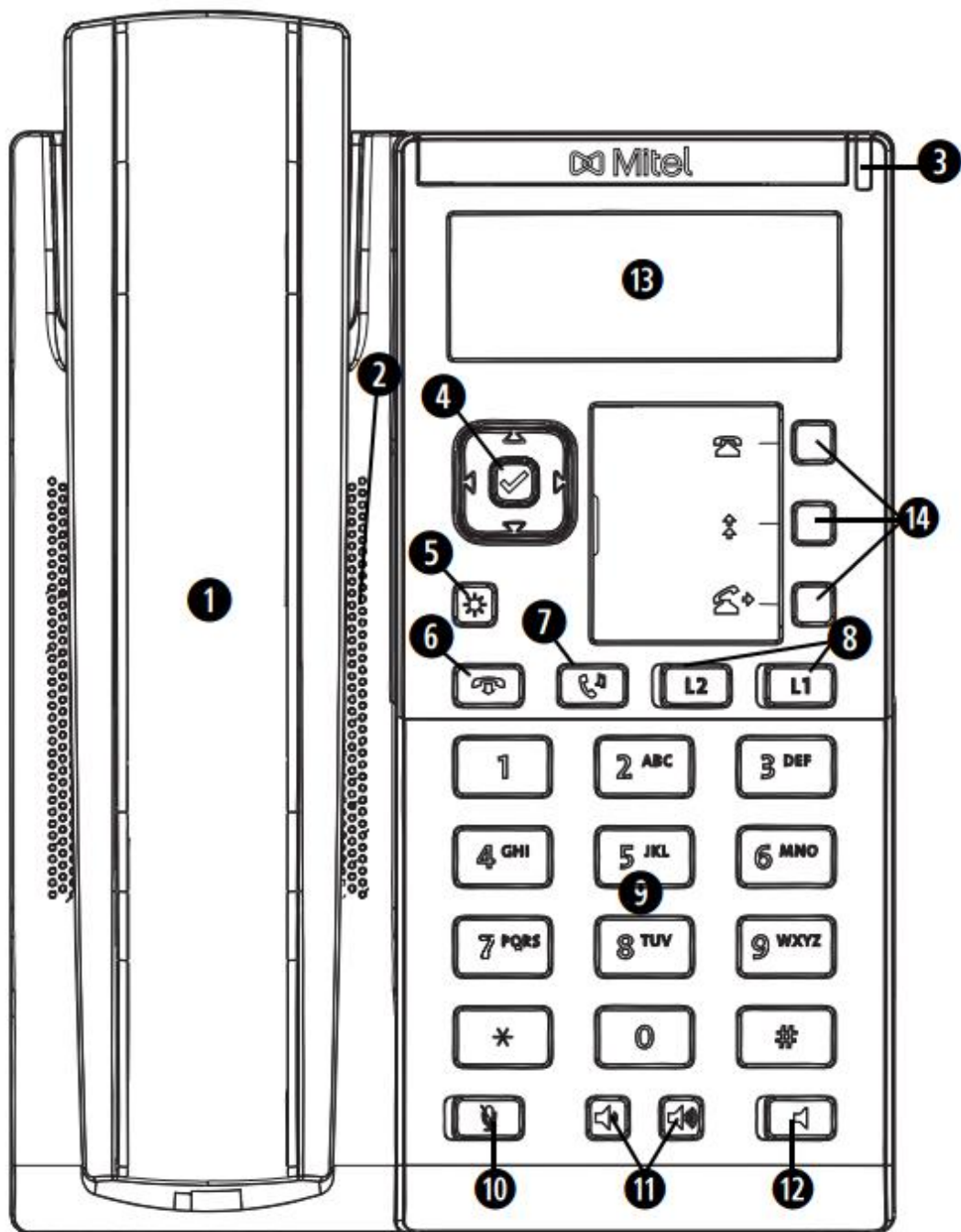
## **Telephone User Instructions**

# Contents

## Contents

1.	Key Panel .....	4
2.	Making and Receiving calls .....	4
2.1	Incoming calls .....	4
2.2	Outgoing calls .....	4
2.3	Re-dial  .....	5
2.4	Callers List  .....	5
2.5	Internal calls (and call pickup).....	5
2.6	Call Transfer .....	5
2.6.1	Attended Transfer .....	5
2.6.2	None Attended Transfer.....	5
6.1	Call Forward .....	6
6.2	Hold  .....	6
6.3	<b>Do Not Disturb - DND</b> .....	6
7.	Ringer volume  .....	6
8.	Loud Speaker  .....	7
9.	Mute  .....	7
10.	Voicemail.....	7
10.1	New Voicemail.....	7
10.2	Personalise Voicemail .....	8
11.	Ringtone .....	8
12.	Fault Reporting .....	8

## Telephone System Basic User Instructions.



## 1. Key Panel

❶	6863i Handset	❸	Line/Call Appearance Keys
❷	High Quality Speakerphone	❹	Keypad
❸	Message Waiting Lamp	❺	Mute Key
❹	Navigation Keys/Select Button	❻	Volume Control
❺	Options Key	❼	Speaker/Headset Key
❻	Goodbye Key	❼	LCD Screen
❼	Hold Key	❼	Programmable Keys

## 2. Making and Receiving calls

### 2.1 Incoming calls

All incoming calls will be routed as guided by management. To answer a call either lift the handset or press the speaker key to answer the call hands free.

### 2.2 Outgoing calls

A call can be made either by lifting the handset or hands free.

Handset – Lift the handset. Enter the number to dial, followed by the right navigation key (as prompted on the phone display).

Hands free – Enter the number to dial, then press the speaker key.

The area code must be dialled for local calls.

## 2.3 Re-dial



The phones will store the last 100 numbers dialled.  
Press the re-dial key to display the last numbers you called on the display.  
Press re-dial again to make the call. You can use the navigation keys to select the number to re-dial.

The re-dial list is also available during an active call.

## 2.4 Callers List



The phones will store the last 200 calls that have been received.  
Press the options key, then scroll down to 'Callers List' to view the call history.  
Press Enter once selected.  
Then use the navigation keys to scroll up and down the received calls.

If the handset is off hook, press L1 to make the call.  
To make a call on hook either lift the handset or press speaker.


## 2.5 Internal calls (and call pickup)

All extensions can be dialled internally by dialling the extension number. If another extension is ringing this can be picked up by dialling \*8, then the right arrow key (as prompted on the screen to dial) from another phone.

## 2.6 Call Transfer

### 2.6.1 Attended Transfer



- Press the transfer key
- Enter the extension number or external number
- Press the right navigation key to dial.
- You are then connected to the new extension/external party
- You can now introduce the call.
- To transfer the call either hang up, press the  key or press the right navigation key.
- Both parties are now connected.

### 2.6.2 None Attended Transfer



3. Press the transfer key
4. Enter the extension number or external number



5. Press the  . To send the call to the other party.

6. You will see call transferred on the screen when successful.

If the person you are transferring too is not available you will need to press the L1 key to bring the party back.

## 6.1 Call Forward

Turn on:

- Dial \*72 from any handset.
- The system will ask for their extension number – please enter pressing # to confirm eg. 2343
- The system will ask for the number for your target attendant– this is the number you wish to forward too eg. 07854321493
- To remove the forward simply dial \*73

## 6.2 Hold



You can place a call on hold by pressing the hold key. When you place a call on hold only your phone can retrieve the call.

To retrieve the call, press the hold key again.

To place a second call while someone is on hold press the Speaker Key. You will then get dial tone, then enter the number to dial.

You can swap between active calls by pressing the swap key.

## 6.3 Do Not Disturb - DND

To enable the DND function, programmable button.

This toggles DND on and off.

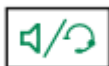
If DND is turned on the screen displays “DND On”.

## 7. Ringer volume



The ringer volume can be increased and decreased by pressing the loud speaker icons at the bottom of the phone. Bottom right to increase and bottom left to decrease.

## **8. Loud Speaker**



You can transfer a call between the handset/headset and loudspeaker (hands free) by pressing the green speaker key. To change the call back to the phone handset, headset press the speaker key again to toggle back.

## **9. Mute**



A call can be put on mute by pressing the microphone button at the bottom of the phone keypad. This will enable you to hear the customer but they will not be able to hear you.

## **10. Voicemail**

### **10.1 New Voicemail**

If a voicemail is received it will be displayed on the phone and will inform you how many messages there are in your inbox. All extensions have voicemail.

If a voicemail has been received:

- Dial \*97 then the right navigation key
- You will be prompted for your password
- Enter the password (which is the reverse of the extension number).

You can access your voicemail from any other extension:

- Dial \*98 then the right navigation key
- You will be prompted for your mailbox
- Enter your extension number
- You will then be prompted for your password
- Enter your password (the reverse of your extension number)
- 

Follow the audio prompts for options.

## 10.2 Personalise Voicemail

You can personalise the voicemail message by following these menu options:

- Login to voicemail as above
- Then press 0 for mailbox options.
- Then press 1 to record your unavailable message.
- After the tone say your unavailable message and then press the # key.
- Follow the prompts to save, listen to your message, or re-record your message.

## 11. Ringtone



- To change the ringtone of the phone press the options key.
- Scroll down the list of options until you get to “preferences”, and press the right arrow key (Enter key).
- Scroll down once to Tones and press Enter..
- Select Ring Tone and press Enter
- Press the down navigation key to scroll through the different ringtones available.
- Press “set” when you have chosen your ringtone.
- Press the red goodbye key to go back to the main menu.

## 12. Fault Reporting

In the event of a fault call support on 01684 878060 or report via web ticketing system <http://support.northway.net>