



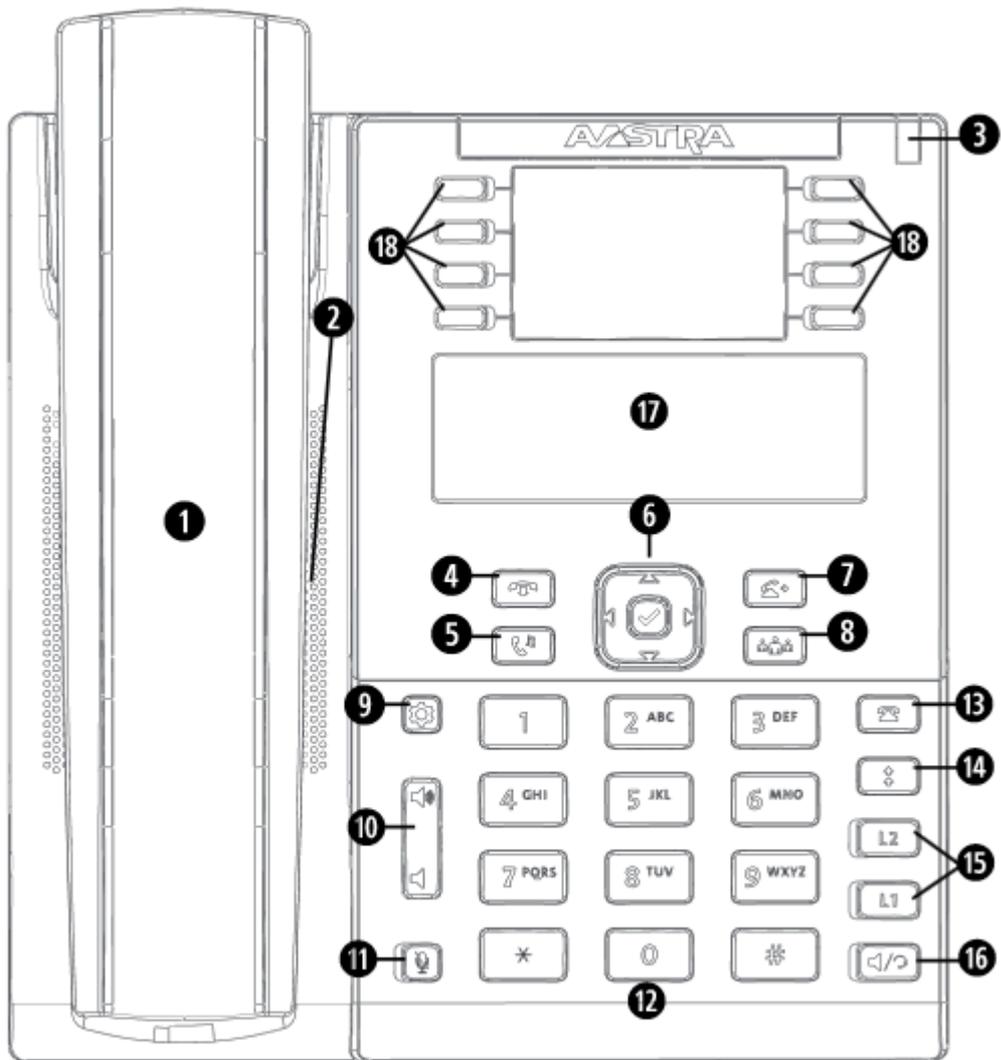
## **Telephone User Instructions**

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**Telephone System Basic User Instructions.**



## 1. Key Panel

①	6865I Handset	⑩	Volume Control
②	High Quality Speakerphone	⑪	Mute Key
③	Message Waiting Lamp	⑫	Keypad
④	Goodbye Key	⑬	Callers List Key
⑤	Hold Key	⑭	Redial Key
⑥	Navigation/Select Keys	⑮	Line/Call Appearance Keys
⑦	Transfer Key	⑯	Speaker/Headset Key
⑧	Conference Key	⑰	LCD Screen
⑨	Options Key	⑱	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 from another phone.

## 2.6 Call Transfer

To transfer a call to another extension (or external number) follow these steps:

- Press the transfer key followed by the extension number (or external number) to forward to and then press the right navigation key to dial.



- You are then connected to the new extension and the customer will hear hold music. You can now introduce the call
- To transfer the call either hang up the handset or press the up navigation key.
- Both parties are now connected.

If the person you are transferring to is not available you can pull back the call by pressing the left navigation key to cancel. This will pull the call back to you but will put the caller on hold. To take them off hold press the hold key.

## 2.7 Call Forward

Turn on:

- Press the programmable key
- Scroll down using the down navigation key and select 'Activate'
- Press Enter.
- Enter a destination to forward too.
- press **Enter**
- Using the **DOWN** arrow key, toggle the state ON.
- Please repeat the process to disable call forward.

## 2.8 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.

## 2.9 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".

## 3. 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.

#### 4. 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.

#### 5. 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.

#### 6. Voicemail

##### 6.1 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.

## 6.2 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.

## 7. 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.

## 8. Fault Reporting

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