



## **USER GUIDE FOR STANDARD (2 LINE LCD) HANDSETS**

Any codes stated in the documents are system defaults if these do not work then please contact your system administrator or Ocean Telecom

### **1. TO MAKE AN EXTERNAL CALL**

Press 9 (or 8 for older systems) or OUTGOING and then dial the telephone number and press # to speed up the dialling

### **2. TO ANSWER A CALL HANDSFREE**

Press the ANSWER key

### **3. TO HOLD A CALL**

Press the HOLD key in the top right

#### **TO RETRIEVE THE CALL ON HOLD**

Press the flashing CALL key or the HOLD key again

If you leave a call on hold longer than the recall timer (default is around 60 seconds), it will recall back to your phone and start ringing

### **4. TO TRANSFER A CALL**

While on a call press TRANSFER, dial the extension number, announce the call, then hang up to transfer it

If you have the extension programmed under keys you do not need to press transfer first.

If you want to transfer the call externally then press TRANSFER then dial 9 (or 8 for older systems) or press OUTGOING then dial the external number.

To transfer to a speed dial press TRANSFER then STN SPDL or SYS SPDL then the speed dial number

If the number you are transferring to is busy or there is no answer, return to the caller by pressing the flashing CALL key.

### **5. TO ACCESS THE SYSTEM DIRECTORY OR A SPEED DIAL NUMBER**

Press SYS SPDL and enter the 3-digit code

If you do not know the speed dial number dial 307 for the directory feature and select 2 for OUTSIDE DIR you can now search by typing the name required.

Use MUTE to backspace and FWD to move cursor forward. Use the VOLUME up and down keys to scroll through the entries

### **6. REDIAL**

Press the REDIAL key to redial the last external number dialled.



**7. CALL LOGGING (this feature is only available on newer systems)**

Your phone stores the last several dialed, received or missed calls. To access this feature dial 333 then press 1, 2 or 3 for the relevant call list (1=Missed, 2=Received, 3=Dialed). You can then use the volume keys to scroll through the entries. Press the # key if you want to call one of those entries.

**8. SPEAKER**

This allows you to replace the handset should you wish to continue the call hands free. Press the speaker key (left hand button under the LCD) first and then replace the handset.

**9. MESSAGE**

Message can be used for voicemail or sending waiting indications on other handsets.

To active waiting indications while on an internal call, which is not being answered, press your MSG key and replace the handset. Their MSG light will flash and when they pickup their handset and press the message key it will call you back.

**10. MUTE**

You can mute the handset or speaker (if on hands free), which allows you to hear the caller, but they cannot hear you. Press the MUTE key to enable and disable whilst on a call.

**11. FORWARD**

To call forward your phone to another destination use the feature codes below

- To forward all calls dial 355
- To forward calls on No Answer only dial 356
- To forward calls on Busy only dial 357
- To forward calls on Busy and No Answer dial 358

Then dial the destination you want to forward to, examples below

- Internal Number - enter the extension or group number
- Voicemail – enter 2500
- External Number - dial 9 (or 8) followed by the external number then #

TO CANCEL ANY OF THE ABOVE MODES PICKUP THE HANDSET DIAL 355 THEN HANG UP.

**12. VOLUME CONTROLS**

You can adjust the volume levels while performing or listening to any of the following functions:

- Handset use for internal and external calls,
- Hands free calls,
- Ringing through the speaker

TO SAVE THE VOLUME SETTING PRESS THE MIDDLE OF THE BAR

**13. INFINITY SYMBOL (the 8 symbol on its side at the bottom of the phone)**

This key can be used to access certain features during a telephone call.



**14. DND**

Do Not Disturb.

Use this key to block all calls to your handset, press DND then select the message number or just press the lit speaker key. Press the lit DND key to turn off.

**15. PAGING**

Lift the handset and press programmed PAGE key, make your announcement and press the switch hook before replacing the handset.

After pressing PAGE you may be requested to enter a Zone number, enter as required.

**16. CALL PICK-UP (REVERSE TRANSFER)**

Dial 4 followed by the extension number of the ringing handset.

Alternatively you can press 4 then the group number if you are part of one.

If you have a key on your phone programmed as an extension or group you can press 4 then the key.

**17. CONFERENCING**

You can have up to four parties (including yourself) in a conference call.

TO ACTION:

With a caller on the line press CNF.

Make your next call (internal or external)

When the next party has answered press CNF twice to include all parties.

Repeat for additional parties.

**18. TO SELECT A DIFFERENT RING TONE**

Leave the handset down and dial 398

The press the volume up or down key to scroll through the ring tones

**19. TO PROGRAMME YOUR OWN KEYS**

Leave handset down and dial 397

Press the blank key you wish to programme

Enter the extension number you require.



### **PROGRAMMING PERSONAL SPEED DIAL NUMBERS (0-9)**

1. With the handset down dial 383.
2. Enter a code between 0-9
3. Enter the name if required using the keypad and press # then enter the telephone number to be stored and press #.

Use MUTE to backspace and FWD to move cursor forward whilst typing the name or number

### **TO DIAL THE NUMBER**

#### USING THE DISPLAY

1. Dial 382
2. Then select the speed dial 0-9

You can press # to speed up the dialling