

TRAINING GUIDE

The Basics

Answer an Incoming Call	<ul style="list-style-type: none"> Lift handset or press OHD (speaker) key.
Make an Internal Call	<ul style="list-style-type: none"> Dial extension number.
Make an External Call	<ul style="list-style-type: none"> Dial 9 and then telephone number OR <ul style="list-style-type: none"> Press SPEED Dial Speed Dial number
Transferring a Call	<ul style="list-style-type: none"> Press TRANS/PGM Dial extension number Introduce the call or just hang up to complete.
Transferring a Call to an External Number <i>NB. ONLY AVAILABLE ON ISDN LINES</i>	<ul style="list-style-type: none"> Press TRANS/PGM Dial 9 followed by the telephone number OR <ul style="list-style-type: none"> Press SPEED Dial Speed Dial number Announce caller and hang up to complete.
Return to caller from Transfer	<ul style="list-style-type: none"> Press flashing LINE/LOOP key.
Parking a Caller <i>NB. FOR NOTIFYING SOMEONE THAT THERE IS A CALL PARKED FOR THEM PLEASE SEE 'PAGE' FOR MORE DETAILS</i>	<p>Allows you to park the call if you cannot find the person you wish to transfer the call too.</p> <ul style="list-style-type: none"> Press TRANS/PGM Dial 6 0 1
Retrieving a Parked Call	<p>From any handset</p> <ul style="list-style-type: none"> Dial 6 0 1 to retrieve the call
Holding a Caller	<ul style="list-style-type: none"> Press HOLD/SAVE key
Return to Caller from Hold	<ul style="list-style-type: none"> Press flashing LINE/LOOP key.
Redial	<ul style="list-style-type: none"> Dial SPEED * HOLD/SAVE OR <ul style="list-style-type: none"> If you have enough flex keys a redial button can be programmed (please see programming flex keys for more details)
Call Pick Up	<ul style="list-style-type: none"> Dial 5 6 6
Do-Not-Disturb <i>NB. NOT AVAILABLE ON ADMINISTRATOR HANDSET</i>	<ul style="list-style-type: none"> Press DND key to activate (Whilst you are in DND your handset will not ring) Press DND key to deactivate <p>For different message options or to switch DND ON/OFF please see iPECS 'Web Services' Guide</p>
Conference Calls <i>N.B A CONF KEY NEEDS TO BE PROGRAMMED TO ENABLE THIS FACILITY - SEE PROGRAMMING FLEX KEYS FOR MORE DETAILS</i>	<ul style="list-style-type: none"> Call first party (dial extension no. or dial 9 followed by the outside number) Once connected press CONF key (this puts the first person on hold), Dial the 2nd party (dial extension no. or dial 9 followed by the outside number), Once connected press CONF key twice to connect everyone together. (You can have upto 6 people on a conference call at one time)
Page	<p>A page contacts ALL extensions via the loudspeaker.</p> <ul style="list-style-type: none"> Dial 5 4 3 Lift Handset and speak Replace handset when finished.
Programming Call Forward	<ul style="list-style-type: none"> Dial 5 5 4 or press the right scroll button on the navigation keys followed by the softkey under FWD Select one of the following options: <ul style="list-style-type: none"> 1 - Immediate call forward (automatically diverts call) 2 - Busy call forward (only diverts call when already on a call) 3 - No Answer call forward (diverts call when not answered within 6 rings) 4 - Busy/ No Answer (Mixture of 2 and 3) Internally – Dial the extension number you wish calls to be forwarded to Externally – Press the softkey under SPEED followed by the speed dial number To cancel the call forward dial 5 5 4 #

Making Minor Alterations

<p>Programming a Flexible Key</p> <p><i>NB. A FLEX KEY CAN BE CHANGED AS MANY TIMES AS YOU LIKE</i></p>	<ul style="list-style-type: none"> • Extension Number: Press TRANS/PGM, press the flexible key you wish to program, dial the extension number, press HOLD/SAVE to store • Speed Dial: Press TRANS/PGM, press the flexible key you wish to program, Press SPEED followed by the speed dial number, HOLD/SAVE to store. • Redial: Press TRANS/PGM, press the flexible key you wish to program, press TRANS/PGM followed by 9 7 and then HOLD/SAVE to store. • Conference: Press TRANS/PGM, press the flexible key you wish to program, press TRANS/PGM followed by 9 1 and then HOLD/SAVE to store. • Page: TRANS/PGM, press the flexible key you wish to program, dial 5 4 3 and then HOLD/SAVE to store. <p>To exit press OHD key Alternatively please see iPECS 'Web Services' Guide</p>
<p>Changing Ring Tones</p>	<ul style="list-style-type: none"> • Press TRANS/PGM, • Dial 1 1 • Select desired ring tone by dialing keys 1 – 8. • Press HOLD/SAVE to store
<p>Altering Ring Tone Volume</p>	<ul style="list-style-type: none"> • Press + or - on the volume keys whilst the handset is ringing.

Personal Speed Dial Numbers

The Basic 4 button handset is unable to add personal speed dials from the handset due to the size of the display. However this can be done via the internet please see iPECS Web Services guide for further details

Handset Diagram



VOICEMAIL

Getting Started

Accessing your Voicemail	<ul style="list-style-type: none"> • Dial 6 5 0 • Enter Extension number followed by password (1234) <i>nb. The voicemail will only advise you to enter password but you MUST dial your extension number first</i>
Recording your Greeting	<ul style="list-style-type: none"> • Access your voicemail as detailed above • Dial 8 • Dial 1 • Record your greeting, when finished dial # • To listen back to your greeting Dial 5
Activating your Voicemail	<p>Dial 5 5 4 followed by either:</p> <ul style="list-style-type: none"> 1 650 - Immediate voicemail forward (automatically diverts call to voicemail.) 4 650 - Busy/ No Answer (Mixture of 2 and 3) • To deactivate voicemail dial 5 5 4 #

Voicemail Functions

Listening to NEW Voicemail Messages	<p>When you have a <u>NEW</u> voicemail message the CALL BACK key on your handset will flash.</p> <ul style="list-style-type: none"> • Press flashing CALL BACK key • Enter Extension number followed by password (1234 by default unless it has been changed) <i>nb. The voicemail will only advise you to enter password but you MUST dial your extension number first</i> • Dial 1 (New Messages) <p>Once you have listened to the message:</p> <ul style="list-style-type: none"> • Dial 1 - REPLAY message • Dial 2 - To listen to the NEXT message • Dial 3 - To DELETE message followed by # • Dial 4 - To FORWARD the message to someone else • Dial 5 - To CALL the person you left you the message • Dial 6 - To SKIP the message • When finished hang up
Listening to SAVED Voicemail Messages	<ul style="list-style-type: none"> • Dial 6 5 0 • Enter Extension number followed by password (1234 by default unless it has been changed) <i>nb. The voicemail will only advise you to enter password but you MUST dial your extension number first</i> • Dial 2 (Saved Messages) <p>Once you have listened to the message:</p> <ul style="list-style-type: none"> • Dial 1 - REPLAY message • Dial 2 - To listen to the NEXT message • Dial 3 - To DELETE message followed by # • Dial 4 - To FORWARD the message to someone else • Dial 5 - To CALL the person you left you the message • Dial 6 - To SKIP the message • When finished hang up



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