

USER GUIDE

The Basics

Answer an Incoming Call	<ul style="list-style-type: none"> Lift handset or press SPEAKER key.
Make an Internal Call	<ul style="list-style-type: none"> Dial extension number.
Reject an Internal Call	<ul style="list-style-type: none"> Press softkey under DND on display (internal caller will receive a busy tone and 'STATION IN DO-NOT-DISTURB' on their display)
Make an External Call	<ul style="list-style-type: none"> Dial 9 Dial telephone number <p>OR</p> <ul style="list-style-type: none"> Press softkey under DIR Press the softkey under SPEED Dial speed dial number
Transferring a Call <i>NB. SEE PROGRAMMING FLEX KEYS FOR MORE DETAILS</i>	<ul style="list-style-type: none"> Press TRANS/PGM or press the softkey under TRANS Dial extension number Introduce the call or just hang up to complete. <p>OR</p> <ul style="list-style-type: none"> If you have a flex key programmed to the extension simply press the flex key Introduce the call or just hang up to complete.
Transferring a Call to an External Number <i>NB. ONLY AVAILABLE ON ISDN LINES ALSO- THE MOMENT THE CALL IS TRANSFERRED TO AN EXTERNAL NUMBER IS WHEN THE COMPANY PICKS UP THE CHARGE OF THAT CALL</i>	<ul style="list-style-type: none"> Press TRANS/PGM or press the softkey under TRANS Dial 9 followed by the telephone number Announce caller or just hang up to complete. <p>OR</p> <ul style="list-style-type: none"> Press TRANS/PGM or press the softkey under TRANS Press the softkey under SPEED followed by the Speed Dial number Announce caller or just hang up to complete.
Return to caller from Transfer	<ul style="list-style-type: none"> Press GREEN 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 GREEN flashing LINE/LOOP key.
Call Log	<p>Allows you to view your last 10 incoming, outgoing and missed calls</p> <ul style="list-style-type: none"> Press the softkey under LOG Use your navigation keys to scroll through the list When you are on a number you want to redial press HOLD/SAVE
Call Pick Up	<ul style="list-style-type: none"> Press the softkey under PICKUP <u>before</u> you lift the handset to pick up ANY handset that is ringing <p>OR</p> <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>NB. MAXIMUM OF 6 PEOPLE AT ONE TIME</i>	<ul style="list-style-type: none"> Call first party (dial extension no. or dial 9 followed by the outside number) Once connected press the softkey under CONF (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 the softkey under CONF twice to connect everyone together.
Page	<p>A page contacts ALL extensions via the loudspeaker.</p> <ul style="list-style-type: none"> Dial 5 4 3 or press flex key programmed for page Lift Handset and speak Replace handset when finished.

Call Record <i>NB. REQUIRES VOICEMAIL CARD AND A FLEX KEY NEEDS TO BE PROGRAMMED TO ENABLE THIS FACILITY. PLEASE SEE 'PROGRAMMING A FLEXIBLE KEY' FOR MORE DETAILS</i>	Allows to you record any external conversation you are having, the recording is then sent as a new voicemail message to your voicemail inbox <ul style="list-style-type: none"> • Whilst on an active call to an external number press the flexible key labeled RECORD – (THIS BUTTON MUST BE PROGRAMMED FIRST) • Once you hang up retrieve the recording from your voicemail inbox
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: <ol 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

Programming a Flexible Key <i>NB. A FLEX KEY CAN BE CHANGES AS MANY TIMES AS YOU LIKE</i>	Extension Number:	<ul style="list-style-type: none"> • Press TRANS/PGM, • Press the flexible key you wish to program, • Dial the extension number, • Press HOLD/SAVE to store
	Speed Dial Number:	<ul style="list-style-type: none"> • Press TRANS/PGM, • Press the flexible key you wish to program, • Press SPD/DEL softkey, • Dial the speed dial number, • Press HOLD/SAVE to store.
	Speed Key:	<ul style="list-style-type: none"> • Press TRANS/PGM, • Press the flexible key you wish to program, • Press TRANS/PGM • Dial 9 0 • Press HOLD/SAVE to store.
	Call Back/Retrieve Voicemails:	<ul style="list-style-type: none"> • Press TRANS/PGM, • Press the flexible key you wish to program, • Press TRANS/PGM • Dial 9 2 • Press HOLD/SAVE to store.
	Record-a-Call:	<ul style="list-style-type: none"> • Press TRANS/PGM, • Press the flexible key you wish to program, • Press TRANS/PGM • Dial 8 0 • Press HOLD/SAVE to store.
	Call Park:	<ul style="list-style-type: none"> • Press TRANS/PGM, • Press the flexible key you wish to program, • Dial 6 0 1 • Press HOLD/SAVE to store.
	Page:	<ul style="list-style-type: none"> • TRANS/PGM, • Press the flexible key you wish to program, • Dial 5 4 3 • Press HOLD/SAVE to store.
	To exit press SPEAKER key	
Programming your Name to your Extension	<ul style="list-style-type: none"> • Press TRANS/PGM dial 7 4 • Enter name (just like text messaging the number of times the key is pressed determines what letter will be used, if you need to go forward press up on the volume keys, if you make a mistake press DND key, press the softkey under ABC to switch between CAPS LOCK, small letters or numbers) • Press the softkey under OK or press HOLD/SAVE to store. 	
Changing Ring Tones	<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. 	
Altering Ring Tone Volume	<ul style="list-style-type: none"> • Press + or - on the volume keys whilst the handset is ringing. 	

Personal Speed Dial Numbers

The iPECS system has two types of speed dials:

Personal Speed dials ranging from 00-09, personal speed dials can only be used from your own handset.

System Speed dials ranging from 200-749, system speed dials can be used from any iPECS handset

(System speed dials can only be entered from the administrator handset please see admin guide)

Programming Personal Speed dials	<ol style="list-style-type: none"> 1. Press the softkey under DIR 2. Press the softkey under SPEED 3. Press the softkey under ADD 4. The next available speed dial number will be displayed in brackets 5. Press HOLD/SAVE (to confirm that is the speed dial you wish to program) 6. Dial 9 followed by the Telephone Number 7. Press HOLD/SAVE 8. Enter Name (just like text messaging the number of times the key is pressed determines what letter will be used, if you need to go forward press up on the volume keys, if you make a mistake press DND key, press button under ABC to switch between Caps lock, small letters or numbers) 9. Press HOLD/SAVE or the softkey under OK <p>This will automatically bring you on to save your next one (repeat steps 5-9) or if you wish to exit press SPEAKER</p>
Editing a speed dial number	<ol style="list-style-type: none"> 1. Press the softkey under DIR 2. Press the softkey under SPEED 3. Press the softkey under ADD 4. Enter the speed dial number you wish to edit i.e. 01, re-enter telephone number (remember to dial 9 first), 5. Press HOLD/SAVE, 6. Re-enter name, 7. Press HOLD/SAVE
Using the Directory	<p>If you are unsure of what the speed dial number is of the person you wish to call:</p> <p>Press the softkey under DIR followed by one of the following options:</p> <ul style="list-style-type: none"> 1 – for all your PERSONAL speed dial numbers (Private Directory). 2 – for all of the SYSTEM speed dial numbers (Public Directory) 3 – For all internal extension numbers which have been named (View Station Name) <p>Once you have selected an option, use your navigation keys to scroll through the list and when you are on a number you wish to dial press the softkey under SEND to call.</p>

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) <p><i>nb. The voicemail will only advise you to enter password but you MUST dial your extension number first</i></p>
Changing Password	<p>Access your voicemail as detailed above</p> <ul style="list-style-type: none"> • Dial 8 • Dial 2 • Enter new password followed by # <p>OR</p> <ul style="list-style-type: none"> • Press MENU • Dial 1 (Phone Settings), • Dial 4 (Password Program) • Enter current password • Press softkey under OK • Enter new password • Press softkey under OK <p>Alternatively please see iPECS 'Web Services' Guide</p>
Recording your Greeting	<ul style="list-style-type: none"> • Access your voicemail as detailed above • Dial 8 • Dial 1 • Dial 7 • Record your greeting, finished press HOLD/SAVE <p>To listen back to your greeting Dial 5</p>
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) <p>To deactivate voicemail dial 5 5 4 #</p>

Voicemail Functions

Listening to NEW Voicemail Messages <i>NB. A CALL BACK key will need to be programmed please see 'Programming a Flexible Key' for more details</i>	<p>When you have a <u>NEW</u> voicemail message an envelope will appear on your display i.e. ☒</p> <ul style="list-style-type: none"> • Press MSG key • Enter Extension number followed by password (1234 by default unless it has been changed) <p><i>nb. The voicemail will only advise you to enter password but you MUST dial your extension number first</i></p> <ul style="list-style-type: none"> • 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) <p><i>nb. The voicemail will only advise you to enter password but you MUST dial your extension number first</i></p> <ul style="list-style-type: none"> • 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