

Avaya IP Office User Guide

Using This Guide

This guide is for INDeX 2030, 2050 and 2060 telephones used on the INDeX telephone system operating under **Software Release 9.1**

To check the Software Release of your system, press **ANSWER RELEASE** and then **PROGRAM** (see **Software Release**). The phone displays the Software Release. Cancel the display by pressing **ANSWER RELEASE** again.

- **2060 Telephone Software**

This guide covers the normal telephone functions of the 2060 telephone. Details of using its TAPI driver with software on your PC are covered by a separate 2060 Software Addendum.

What Features Can I Use?

This guide covers all the features supported by the INDeX 2030, 2050 and 2060 phones. However, your phone may not be enabled to use all of the features available. If you are unsure which features you can use, contact your System Manager.

- **Network Features:**

Your phone system may be part of a network linking several sites. Where possible, it treats network calls as internal calls and offers the same features. However, this depends on the type of network link and type of system at the other end of the link. Some links may be to non-INDeX telephone systems.

Further Help

In all instances, first seek help from your System Manager. They will seek further assistance from your system's maintainer if necessary.

- **System Manger:**

- **On Extension:**

This guide is also available in several computer formats (e.g. Windows Help, Adobe Acrobat). Contact your System Manager to obtain copies or download them from our internet site: <http://www.sdxplc.com>

Introduction to Display Phones

The diagram show the main features of a display phone; the term covers INDeX 2030, 2050 and 2060 phones.

- **2060:** Phone with hands-free operation, DSS keys and BLF status lamps (see **Forwarding Calls**). A serial socket and cable for connection to a PC is also included. Use of the 2060 is covered by a separate 2060 Software Addendum.
- **2050:** Similar to the 2060 but without a serial socket.
- **2030:** Similar to the 2050 but without BLF status lamps.

Using the Scroll Key

Sometimes there are more options available than the phone can display. When this happens, a – symbol next to the **SCROLL** key. Press **SCROLL** to display the other options.

On-Hook Dialling, Speaker & Answer Release

On all INDeX telephones you can both dial and hear the call progress without using the handset (known as “on-hook dialling”).

When answered you can continue the call without using the handset, i.e. hands-free. You can switch between hands-free and handset working during a call.

Pressing the **ANSWER RELEASE** key has the same effect as lifting or replacing the handset.

The Phone Lamp

The phone uses its lamp (above the **SPEAKER** key) to show calls and messages.

Fast Flashing Lamp: Call Waiting, see “**Answering a Call Waiting**”.

Lamp On: Message, see “**Answering a Message**”.

Repeating Double Flash: External call.

Repeating Single Flash: Internal call.

Notes on Making Calls

When making calls, the display shows details about call progress. It also shows messages if you cannot make the call.

- **Call Barring:**

The system can bar you from dialling particular numbers or types of numbers (e.g. national, international). Typically call barring increases when a phone goes into night service (when it displays a symbol). It also changes according to time, date and day of the week. As the call barring settings vary for each site, this guide cannot fully detail their effect.

Making Internal Calls

During the call, the display shows the call progress. You can also make calls using the INDeX Directory feature (see “**Making Calls from the INDeX Directory below**”) or DSS keys (see “**Forwarding Calls & Finishing ACD Working- Logging Off**”).

To dial an internal call:

1. Dial the extension number. A triple-tone means that extension is diverting calls to an external number.
2. If unanswered, your phone provides options to wait or notify the extension (see “**Roaming PIN’s**”).
3. If answered, use the handset or work hands-free.
 1. If your phone displays a **RINGER** option then the called extension is set to automatically connect internal calls. Press **RINGER** to send a reminder ring if no one has answered the call.

Making External Calls

The system may apply call barring to some or all external numbers. You can also lock your phone (see “**Locking/Unlocking the Phone**”) or bar it by wrong password entry (see “**The Phone Passcode**”).

To dial an external call:

1. Dial **9** to get an external line. Your System Manager will inform you if you need to dial a different number.
 - If “**ENTER ACCOUNT**” appears, see If ENTER ACCOUNT Appears.
 - If “**ENTER PIN**” appears, see If ENTER PIN Appears.
2. Dial the external telephone number.
 - If “**CALL BARRED**” appears check with your system manager.
3. When answered, use the handset or work hands-free.

Redialling External Numbers

You can redial the last external number dialled, select from one of the five external numbers dialled or save the last external number dialled.

To redial the last external number used:

1. Press **REDIAL** to repeat the last external number used (including “**speed dials**”).

To save the last external number used:

1. Whilst making an external call, press **SAVE**. This stops the number being removed as you make further external calls until you choose to press **DELETE**. The dialled numbers facility stores five numbers maximum including saved numbers.

To redial one of the last five external numbers used:

1. Press **SPEED DIAL** and then **DIALLED** and select from the last five external calls (move between them by pressing the lower left and right symbols). When the number you require is shown press **CALL**.

Making Calls from the INDeX Directory

Using the INDeX Directory, your phone can display a selected entry from an index of either extensions or speed dial names plus their numbers. There are two methods of selecting entries of names and numbers from the INDeX Directory:

- **By Alpha Group**

OR

- **By Dial by Name**

In addition the INDeX Directory entries can be sorted either by 1st name or by last name. the particular method used and 1st or last name search is selected by your System Manager. Consult your System Manager for which method is available to you and if the sorting is by 1st or last name.

To make a call using an Alpha Group Search of the INDeX:

1. Press **INDeX** for an internal call or **SPEED DIAL** and then **INDeX** for an external number.
2. Press the key matching the 1st letter of the name you want.
For example, to display the **L** Alpha Group, Press the number **JKL (5)** key 3 keys. The INDeX System displays the 1st name beginning with **L** from its Directory entries.
 - To move through the names beginning with **L**, press the – keys on the right and left of the name.
 - To skip forward 10 names, press **SKIP**.
 - To select another letter, press a letter key.
3. To dial the name/number shown, press **CALL**, otherwise to exit the INDeX Directory, press **ANSWER RELEASE**.

To make a call using Dial by Name search of the INDeX:

1. Press **INDeX** for an internal call or **SPEED DIAL** and then **INDeX** for an external number.
2. Press the key matching the 1st letter of the *name* you want.
For example, to find the name **SMITH** press the **PQRS (7)** key.
3. The INDeX System begins searching its Directory on the first press and will display the 1st name/number immediately, in this example a name beginning with **P** you can either:
 - Continue dialling the letters of the name, e.g. **MNO**, then **GHI**, etc. until the required name (**SMITH**) is displayed**OR**
 - Press **CYCLE** to move onto the next alpha group of the **PQRS** key, e.g. a name beginning with **R**. To move through the names beginning with **R**, press the – keys on the right and left of the current name.
 - To select the next letter of the alpha group of the **PQRS** key, press **CYCLE** again.
 - If **NO MATCH** is displayed, press **PREVIOUS** to go back one step or press **ANSWER RELEASE** to cancel.
4. To dial the name/number shown, press **CALL**, otherwise to exit the INDeX Directory, press **ANSWER RELEASE**.

Using Speed Dials

This system can store external numbers as **Speed Dials**.

- **System Speed Dials:** Ask your System Manager for a list (note that call barring may still apply).
- **Personal Speed Dials:** Your phone can also store up to 10 speed dials for your own use (see below).

To dial a system speed dial by name:

1. Use the **INDeX** feature (see **Making Calls from the INDeX Directory**).

To dial a speed dial:

1. Press **SPEED DIAL**.
 - **To select a personal speed dial:** Press **OWN** and dial the personal speed dial store number (0 to 9) or press the matching DSS key (the DSS keys match personal speed dials 1 to 8 (1 at the top)).
 - **To select a system speed dial by number:** Press **SYSTEM** and dial the store number (100 to 899 and 9000 to 9999).
 - **To select a system speed dial by name:** Press **INDeX**. To enter the name (see **Making Calls from the INDeX Directory**).
 - **To select from recently dialled numbers:** Press **DIALLED**. (see **Redialling External Numbers**)
- If “**ENTER ACCOUNT**” appears, (see **If ENTER ACCOUNT Appears**).
- If “**ENTER PIN**” appears, (see **If ENTER PIN Appears**).
2. Continue as for a normal external call (see **Making External Calls**).

Storing Personal Speed Dials

To store a personal speed dial:

1. Press **PROGRAM** and then **SPEED DIAL**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. the display shows **0-9** or DSS key. Press the number (**0** to **9**) or DSS key under which you want to store the speed dial.

Note: DSS key 1 matches personal speed dial number number:1, DSS key 2 matches personal speed dial number number:2, etc.
4. The display shows the current stored number (if set). Press **DELETE** and dial the number.
 - If external, prefix **9** to the number, this is the normal number to seize an external line. Your System Manager will inform you if have to add a different prefix before external numbers.
5. When finished, press **DONE**.
6. Select another store or press **PROGRAM** to finish.

If ENTER ACCOUNT Appears

If **ENTER ACCOUNT** appears when making a external call, you must enter an account code to continue. The system checks this against its list of codes before allowing the call. To enter an account code at any time during a call, (see **Adding Voluntary Account Codes**).

To enter a forced account code:

1. Dial the account code. If you make a mistake, press **DELETE** to delete the last digit entered.
2. When you have entered the full code, press **DONE**.
3. If the system does not recognise the code it displays **REENTER ACCOUNT**. Repeat the entry or end the call.
4. If the code is recognised, your call can continue.

If ENTER PIN Appears

If **ENTER PIN** appears when making an external call, you must enter a **PIN CODE** to continue. When used, the PIN code's call barring settings override those of the phone from which you dial. The system checks the code against its list of codes before allowing the call.

To enter a forced PIN code:

1. Dial your **PIN** code. If you make a mistake, press **DELETE** to delete the last digit entered.
2. When you have entered your **PIN** code, press **DONE**.
3. If the system does not recognise the code it gives a constant tone. End your call attempt.
4. If the code is recognised, your call can continue.

Roaming PIN'S

When you use a **PIN CODE**, its settings override those of the phone from which you dial. Note however that the system prefixes digits to force the call externally.

To use a roaming PIN:

1. Press # and enter your PIN code. If you make a mistake, press **DELETE** to delete the last digit entered.
2. When you have entered your **PIN** code, press **DONE**.
3. If the system does not recognise the code, your phone gives a constant tone. End your call attempt.
4. if the code is recognised, your call can continue.

Options If Busy or Unanswered

Your phone provides several methods for containing an extension that is busy, not answering or set to no calls. These options work for normal, page and diverted calls.

- **Leave a Message:** Lights the lamp of the extension called. It also stores your number as a message to reply. If your system has a Voice Manager attached, you can record a voice message instead (see **Leaving Voice Mail Messages**).
- **Call back:** Rings your phone when the extension called becomes free or is next used.
- **Camp On:** Flashes the other extensions lamp to warn that you are waiting. It also stops other call interrupting you.
- **Intrude:** Forces the other extension's call into a conference with you (*not available on phones*).
- **Monitor:** Allows you hear the other call without interrupting (*not available on all phones*).

Arrange a Call Back

If the extension you call is busy or just rings, you can set a call-back. When that extension becomes free or is next used, your phone rings. If you answer, the other extension rings. After setting a call-back you can make other calls, it will take place while you are busy. You can only arrange one call-back at any time. The Ringer Timeout sets how long a call-back rings your extension before it cancels (see **Setting the Ringer Timeout**). The system also cancels any call-backs that have not taken place after a set period (*normally 2 hours*).

To arrange a Call-back:

1. Press **CALL-BACK** (the option does not appear if you already have a call-back set).
2. The system ends the call.
3. Your telephone shows **CALL-BACK**.

To clear the Call-Back:

1. Press **CALL-BACK** again.

Leave a Message

You can leave your extension number as a message for someone to call you (see **Answering a Message**). If their extension has a message lamp, it lights (supported INDeX phones). If your call is diverted, the message goes to the extension you first called.

To leave a message:

1. Press **MESSAGE**. Your call ends unless the extension called has already reached its limit of stored messages.

Camp On and Wait

If the extension you call is busy, you can 'camp on' and wait. This flashes the lamp on the busy extension and if it has a suitable display, shows your name, number and **CALL WAITING**. While camped on you phone gives regular pips and you cannot make or receive other calls.

To Camp On to a busy extension:

1. Press **CAMP ON**.
2. To replace the handset without cancelling the camp on, press **SPEAKER** first.
3. To end the camp on, press **ANSWER PRESS** or replace the handset.

Intrude

If you phone can intrude, an **INTRUDE** option appears when calling a busy extension. Your System Manager controls which extensions can intrude and be intrude on.

To intrude on a call:

1. Press **INTRUDE**.
2. There is a short delay during which you and the other parties hear several short pips.
3. After the intrusion, the system gives regular pips.

Monitoring a Call

Silent monitoring lets you listen to another call without being heard. Note that there are restrictions on who can use this function (contact your System Maintainer). If your phone can use silent monitoring, a **LISTEN** option appears.

Changing the Call Volume

You can change the caller volume during a call. The phone has separate volume levels for both the speaker and the handset.

To change the call volume:

1. During a call, press **VOLUME** (To change volume without making a call, just lift the handset or press **ANSWER RELEASE** first).
2. A slider appears. Adjust this using the – keys on its left (softer) and right (louder).
3. When finished, press **DONE**.

Switching to Hands-Free

You can switch between hands-free (speaker) and handset operation without interrupting the call.

To switch from the handset to speaker:

1. Press **SPEAKER**. You can now replace the handset without ending the call.

Muting Calls

You can stop the caller from hearing you if necessary. This feature works for both hands-free and handset calls.

To switch mute on/off:

1. Press **MUTE**. The – symbol disappears when muted.

Adding Voluntary Account Codes

You can enter an account code during any external calls. If the system records the the call on its **call log**, it includes the account code. The system checks the code against its list of valid codes (ask your System Manager for a copy).

To enter a voluntary account code:

1. During the call, press **ACCOUNT**.
2. Enter an account code. If you make a mistake, press **DELETE** to delete the last digit entered.
3. When you have entered the full code, press **DONE**.
4. If the system does not recognise the code, the phone displays **RE-ENTER ACCOUNT**.

Software Release

Occasionally you need to talk to someone for support about your phone or phone system. It may be useful to tell that person what software your phone system uses.

To display the software release:

1. During a call, press **PROGRAM**, the phone displays the software installed on your system. To do this without making a call, just press **ANSWER RELEASE** first.
2. Press **SCROLL** to return to the normal display.

Create a Conference Call

External Calls:

If your exchange uses digital lines, you can conference several of these with internal parties. However, if your exchange uses any other type of line, you can only include one of those on a conference. Check with your System Manager. During a call, you can add callers to create a conference (of up to 64 calls).

To start or add to a conference:

1. Press **HOLD** to hold your current call (or conference).
2. Call the new person that you want in the conference.
3. If answered, ask if they wish to join a conference “yes “ press **CONFER**, if “no” press **HOLD**.
4. If unanswered, press **HOLD** to retrieve to the first call.

To exit the conference:

1. Press **ANSWER RELEASE** or replace the handset.

To park all the conference:

1. Press **PARK** (see **Parking Calls**).

To split a 3-way conference:

1. Press **SPLIT** to hold on caller and connect the other.
2. To Switch between calls, press **HOLD**

Recall

Your phone system may connect to another phone system by a fixed line (tie line). If this is the case, you may occasionally need to use a 'recall' (your System Manager will advise). To do this, **RECALL** appears when necessary.

Answering Normal Calls

When calls arrive, the display shows information about the call before you answer. It gives a repeated double flash for external calls or a repeated single flash for internal calls. The ringer also shows the call type by repeated single or double ring if on (see **Switching the Ringer On/Off**).

To answer a call:

1. Lift the handset or press **ANSWER RELEASE**.

Answering a Page Call

When someone pages your phone (see **Making a Page Call**) or a group to which it belongs (*your phone does not have to be in a group*), the system connects the page after giving a tone. You can hear the page but they cannot hear you. The display shows **PAGING** and the pager's number. If you answer a page it turns into a normal call.

To answer a page:

1. Press **ANSWER RELEASE** and then pick up the handset or continue the call hands-free.

Note: that this feature can be switched off for the whole system.

Answering a Message

Other extensions can leave their number on your phone (see **Leaving a Message**). Your phone can store several messages. It shows **CALL FOR MESSAGE**, the caller's number and the lamp comes on. The exceptions are:

- If your own number appears, this indicates an alarm (see **Alarms- Triple Ring, Music or Recorded Message**).
- If "**Message From Voice Mail**" appears, this indicates voice mail (see **Listening to Voice Messages**).

To answer or cancel a message:

- To view any other message, press **NEXT** if shown.
- To call the extension, press **CALL**.
- To clear the message, press **CANCEL**.
- At the last message, press **AGAIN** to repeat the list.

Alarms- Triple Ring, Music or Recorded Message

You can set a personal alarm to ring your phone (see **Personal Alarms**). The System Manager can also set system alarms to call a group to which you belong (*your phone does not have to be in group*). In both cases, the alarm can consist of ringing, music or a recording plus a displayed message.

To answer an alarm:

1. Press **CANCEL** or **ANSWER RELEASE**.

Answering a Call-Back

You can arrange a call-back from a busy or ringing extension (see **Arrange a Call-Back**). When the call-back takes place, your phone displays the call details, “**Calling**” and **CALL-BACK**. If you do not answer, the call-back cancels after a short time (see **Setting the Ringer Timeout**).

To answer/cancel a call-back:

1. To continue the call-back, press **ANSWER RELEASE**
2. To cancel the call-back, press **CALL-BACK**

Answering Other Extensions – Call Pickup

You can pick up an incoming external call to any other extension regardless of whether or not the other extension is in your group. In addition, your extension can store a **pick up group** number (see below). If an extension in your pick up group rings with an external call, then the **pick up** option appears. You can also pick up calls using DSS (see **Forwarding Calls**) or Soft DSS keys (see **Finishing ACD Working – Logging Off**).

To show and pick up any ringing phone:

1. When you hear another extension ringing dial its number and then press **PICK UP**.

To pick up calls in your pick-up group:

1. Press **PICK UP** to show the longest ringing call.
2. Press the – symbol (*if shown*) opposite the name to switch between details of the caller and called party.
3. To show other ringing phones, press **NEXT** (*if shown*).
4. To show pick up the call shown, press **ANSWER RELEASE**.
5. To cancel the pick-up display, press **CANCEL**.
6. To repeat the list press **AGAIN**.

To set the phone’s pick-up group:

1. Press **PROGRAM** and then **SCROLL**. Press **PICK UP**.
2. Enter the phone’s passcode (see **The Phone Passcode**).
3. The display shows the current pick-up group (*if set*).
4. Press **CANCEL** and enter a new pick-up group number.
5. Press **PROGRAM** to finish.

Transferring Calls

You can transfer a call to an extension that is ringing or giving busy tone. If the call waits unanswered for too long, it may recall to your extension.

To transfer a call using hold:

1. Press **HOLD** to hold your current call.
2. Dial the extension to which you want to transfer the call.
 - **Announced transfer:** Wait to be answered. If okay to transfer, press **ANSWER RELEASE**. If not okay to transfer or unanswered, press **HOLD**.
 - **Unannounced transfer:** Press **ANSWER RELEASE** immediately (even if you hear ringing or busy tone).

To transfer a call using dial ahead:

1. Dial the number of the other extension.
2. If the display shows **FREE**, press **ANSWER RELEASE** to transfer, otherwise press **CANCEL**.

To transfer an external call using park:

1. Press **PARK** to park the current call. **Note:** The line number of the call and give this to the person whom you want to un-park the call (e.g. by calling or paging them).

Holding Calls

Only the extension that holds a call can retrieve it unless they transfer the call. When you hold a call, your phone shows its details on the right of the display and the caller hears music (*if installed*). You can only hold one call.

To hold a call:

1. Press **HOLD** (Pressing **ANSWER RELEASE** now or replacing the handset parks the call, (see **Parking Calls**)).
2. Retrieve the call by pressing **HOLD** again or make another call (enquiry call) and then.
3. Press – symbol (if shown) opposite the name to switch the display between the current and the held call details.
 - To switch between calls, press **HOLD**.
 - To conference, press **CONFER** (see **Create a Conference Call**).
 - To transfer the held call, press **ANSWER RELEASE**.

Parking calls

You can retrieve parked calls at any other extension on the system. Your phone displays calls you parked by a flashing – symbol next to the line number. You can park several call simultaneously. Calls parked and not retrieved may recall your phone a short time.

To park an external call:

1. During the call, press **PARK**.

To unpark calls parked at your extension:

1. Press the display key next to the flashing – symbol.

To unpark a call at another extension:

1. Dial the parked call's line number (*external calls only*).

Dialling Ahead

On oncoming call you can display the status of another extension (or group) without interrupting your call.

To dial ahead during a call:

1. Dial the number that you want to check.
2. The extension's status appears on the right-hand display; **FREE**, **BUSY** or **NU** (Number Unobtainable).
3. Dial another number or press **CANCEL**.

If the extension displayed is free:

1. For an unannounced transfer, press **ANSWER RELEASE**.
2. To make an enquiry, press **HOLD**. This holds your current caller and rings the dial ahead extension.
3. If unanswered, press **HOLD** to retrieve your first call.
4. If answered, either press **ANSWER RELEASE** to transfer your call or press **HOLD** again to switch between calls.

You can set your phone to always automatically hold your current call and ring the dial ahead number if it is free (rather than display **FREE**).

To select show free or ring if free:

1. Press **PROGRAM** and then **SCROLL**. Press **CALLFREE**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. To change the current setting, press **CHANGE**.
4. Press **DONE** and then press **PROGRAM** to finish.

Using Diverts

Your phone can store diverts for different situations, i.e. when busy, not answered and to divert all calls. You can divert to an extension, a speed dial or personal number (mobile, home, delegate, etc.).

- **Divert on Busy:** Used when your phone is on a call. When set, callers cannot set a call-back or **camp on**.
- **Divert on No Answer:** Used after a call rings your phone for a set period (see **Setting the Ringer Timeout**).
- **Divert All:** Used with the **DIVERT** key. When on, only the extension to which you divert the calls can ring you.
- **No Calls:** Stops **ALL** calls. Callers hear continuous tone or divert to the **DIVERT ALL** number if set.
- **Remote Forward:** This feature must be permitted by the System Manager. Allows you to remotely change your **Divert All** number and switch **DIVERT** on/off.

Setting the Divert Numbers

You can set diverts for when you are busy (**On Busy**), do not answer (**No Ans.**) or want to divert all calls (**All**).

To set divert number:

1. Press **PROGRAM** and then **DIVERT**.
2. Enter your phone's passcode (see **The Phone Passcode**).
3. Select the divert (**On Busy, No Ans. Or All**).
4. The display shows the current diversion number (if set).
5. Press **DELETE** and then dial the new number (for **ALL**, you can also press **SPEED DIAL** and select a system speed dial for an external divert).
6. Press **DONE** and select another divert if required.
7. Press **PROGRAM** to finish.

Switching Divert All On/Off

Pressing **DIVERT** switches Divert All on or off. When on, all your calls go to the Divert All number. That extension call you and transfer calls back. Switching **DIVERT** on cancel group or no calls.

To switch divert all on/off:

1. Press **DIVERT**. When on, a – appears above the key. You also hear broken dial tone if you lift the handset or press **ANSWER RELEASE** (you can still make calls).

Switching No Calls On/Off

Pressing **NO CALLS** switches it on or off. When on, and you lift the handset or press **ANSWER RELEASE** you will hear a broken dial, but you can still make calls. How it works depends on if you have set a Divert All number (see **Setting the Divert Numbers**)

- **With a Divert All set:** Press **No Calls** and – **Divert**. The – symbol above the **No Calls** key stays on. All calls go to the divert number but unlike **Divert All**, even that number cannot call you. Or, press – **REJECT** and the – symbol above the **No Calls** key flashes and callers hear continuous tone.
- **With no Divert All set:** Press **No Calls** and – **REJECT**. The – symbol above the **No Calls** key flashes and callers hear continuous tone.

Displaying an Absence Message

You can select an absence message to display on you phone. It then also appears on any other suitable phones that call you (*unless you have a Divert All number in use*).

To select an absence message:

1. Press **PROGRAM** and then **ABSENT**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. Press **CHANGE** to select a message (or **CLEAR** to cancel an existing message).
For just personal text, select **CUSTOM**. Then press **DONE**.
4. **PERSONAL TEXT?** Appears. To have no personal text, press **NONE**. To add some text press **EDIT**. Enter text as for editing the phone name (see **Display Phone Details**).
5. When complete, press **SET**.

Forwarding Calls

Forward allows you to remotely set your phone to divert. By default, the system bars remote forwarding extensions. Contact your System Manager to enable this feature.

To set a forward:

1. Press **PROGRAM** and then **FORWARD**.
2. The display shows **FORWARD FROM?**. Enter the phone from which to forward calls and press **DONE**.
3. Enter **That** phone's passcode (see **The Phone Passcode**).
4. The display shows **FORWARD TO?** And the phone's current Divert All number (if set).
5. To change the forward, press **CANCEL** and enter the new number for diverting all calls.
6. Press **DONE** and then press **PROGRAM** to finish.

DSS Key Label Template

A template for printing DSS key label exists. It can be used with Word 2, 6 or 7. Contact your System Manager for a copy of the template, alternatively you can obtain it from our web site: <http://www.sdxplc.com>

Answering a Call Waiting

If during a call, **CALL WAITING** appears and the lamp fast flashes, then someone has 'camped on' to your phone (see **Camp On and Wait**). Press the – symbol (if shown) opposite the name to switch between details of the waiting and current call.

To answer a call waiting:

1. Park (press **PARK**) or end your current call.
2. The waiting call rings your phone.

Answering an Alert

If **ON HOLD** appears during a call, an extension with your number set as a Soft DSS key has sent you an alert (see **Alerting a Busy Extension**). Press the – symbol (is shown) opposite the name to switch between details of the current and waiting alert call.

To switch between calls:

1. Press **HOLD**. Use the held call features (see **Holding Calls**).

Single Pips – Intrusion

Single pip during a call indicate that another phone is about to intrude, the system gives regular reminder pips.

Please Finish Call Message

The system supports **Clear-check**. "**PLEASE FINISH CALL**" appears when maintenance is about to start on a part of the system your phone is using. The message "**THIS TERMINAL IS OFFLINE**" appears when maintenance is in progress.

ACD on 2050/2060 Phones?

Your System Manager can provide 2050/2060 phones with some ACD functions. ACD (Automatic Call Distribution) is a process widely used in telesales, informal call centres, departmental helpdesk, etc. When ACD agents logon from their phone, the system automatically starts to direct appropriate incoming calls to them if they are free.

Starting ACD Working – Logging On

To receive ACD calls you must log on.

To log on:

1. Press **LOG ON**
2. Enter your agent number. (*You must be asked to enter your telephone's passcode*).
3. If you make a mistake, press **CANCEL** and re-enter your agent number. Press **DONE**.
4. If not recognised or already in use, either enter your number again or press **DONE**.
4. A solid – symbol above the **GROUP** keys indicates when your are available to receive ACD calls.

Stopping ACD Calls Temporarily – Busy

To temporarily stop receiving ACD calls:

1. To indicate that you are at your desk but doing other work, press **GROUP**. The flashing – symbol above the **GROUP** key indicates ‘**busy wrap up**’ to the ACD system. The system can automatically cancel this after a short time.
2. To indicate that you are away from your desk, press **No Calls**. The flashing – symbol above the **No Calls** key indicates ‘**busy not available**’ to the ACD system.
3. To indicate you are ready to receive ACD calls again, press the **GROUP** key. A solid – symbol above the **GROUP** key indicates ‘**ready**’ to the ACD system.

Setting Up a DSS Key

Phones have eight DSS keys along their right-hand edge. Each can store a line, extension or group number. They allow you to dial those numbers in a single key press and do actions such as pick-up, unpark, etc. You can also use DSS keys to dial personal speed dial numbers (see **Storing Personal Speed Dials**). In addition, certain network environments may allow you to program remote extensions under DSS keys. Consult your System Manager for details.

To set a DSS/BLF key directory number:

1. Press **PROGRAM** and then the DSS key to use.
2. Enter the phone’s passcode (see **The Phone Passcode**).
3. The display shows the current stored number (is set).
4. Press **CANCEL** and dial the number to store.
5. Select another DSS key or **PROGRAM** to finish.

Using DSS Keys

Once setup, you can use the DSS key for the following actions. You can also use DSS keys to dial personal speed dial numbers (see **Using Speed Dials**).

To make internal calls:

- Press the DSS key storing the extension or group number.

To make external calls:

- Press the DSS key storing the line or line group number, then dial the external number.

To pick-up calls:

- Press the DSS key storing the ringing extension number (fast flashing red **BLF** lamp).

To unpark calls:

- Press the DSS key storing the parked line number (fast flashing green or red **BLF** lamp).

To make a page call:

- Press **PAGE** and then the DSS key storing the extension or group number.

BLF Status Lamps

The DSS keys on the 2050 & 2060 phones incorporate dual-colour **BLF** lamps. These show the status of the number stored under the DSS key.

Red BLF Lamp Signals: *Calls to/from other extensions.*

- **Slow Flash:** Call on line parked at another extension.
- **Fast Flash:** Extension ringing.
- **Solid:** Extensions or line busy.

Green BLF Lamp Signals: *Calls to your extension.*

- **Slow Flash:** Call on line parked at your extension.
- **Fast Flash:** External call ringing your extension.
- **Solid:** Call connected or held at your extension.

Alternate Green/Red Lamp Signal: *Pilot Number.*

- **Slow Flash:** Caller ringing pilot number.

DSS Key Label

Next to the DSS keys is a label. You can remove the label cover to write on the card below. You can also remove the label cover under the handset using the same method (*it has a single pin hole on the bottom edge*).

To remove the label cover:

1. Insert a fine but not sharp point (e.g. end of a paper-clip) into one pin hole. Squeeze the label to the right.
2. Repeat with the other pin hole.
3. Lift the label cover clear and remove the card insert.

To replace the label cover:

1. Replace the card insert.
2. Slide the tabs on the right-hand edge of the label cover into their slots.
3. Bow the label cover to slip the tabs on the left-hand edge of the label cover into their slots.

Finishing ACD Working – Logging Off

To Log Off:

1. Press **LOG OFF**.

Using Soft DSS Keys

The system supports a range of functions for users who work together, i.e. regularly call and transfer calls between each other. This is called “Manager – Secretary working”.

Soft DSS displays the name of another extension. The adjacent display key allows you to make calls to that extension plus other features. The display keys – symbol acts as a busy lamp to show the extension’s status. Soft DSS has two modes. In half-line mode you can set 4 Soft DSS keys. In full-line mode you can only set 2 keys but these can display more details and functions.

After setting up a Soft DSS key, the – symbol next to the extension’s name shows its status, e.g.

Off = Extension Free.

Flashing = Extension is ringing.

On = The extension is busy.

In full-line mode, the display also shows when an extension is on **DIVERT** or **NO CALLS**.

Set to No Calls, no divert all set.

Set to No Calls, diverting to 204.

Set to Divert All, diverting to 204.

Making Calls

The – symbol next to the Soft DSS extension name is solid when busy, flashes when ringing and not shown if free.

To make a call using a Soft DSS key:

1. Press the display key next to the extension name. The Soft DSS usage setting of your phone and the phone called determine what type of calls occurs (see **Changing the Soft DSS Using**).
2. If the extension is busy, the phone displays the same options as for normal calls (see **Roaming PIN's**).

Park Transferring Calls

During calls, full line Soft DSS keys display < - **PARK** next to each name. Pressing the – key next to < - **PARK** option, transfer and parks your caller against that extension.

To park transfer a call:

1. Note the call’s line number on the display.
2. Press the – key on the right of the Soft DSS name. The system transfers the call and parks it at that extension.
3. Press the – key on the left of the Soft DSS name to call that extension and announce the parked caller.
4. If the Soft DSS extension does not answer or want the call, dial the line number to retrieve the caller.

Alerting a Busy Extension

A solid – symbol next to a Soft DSS key means that extension is busy. In full-line mode, you can send them an alert (*only to another display phone*). This places you on hold against their extension.

To alert the extension:

1. Press the display key on the right of the name. The display shows details of the extension's current call.
2. If **ALERT** does not appear, the extension is busy for reasons other than a call, e.g. handset off-hook.
3. Press **ALERT**. The display shows **HOLDING**.
4. If **INTRUDE** appears, you can intrude on the call (see **Intrude**).

Remotely Switching No Calls/Divert On/Off

In full-line mode, Soft DSS keys allows you to remotely the extension's **NO CALLS** or **DIVERT ALL** on/off.

To switch on/off divert all or no calls:

1. Press the – key on the right of the extension name.
2. If **ALERT** appears the extension is busy. Press the key on the right of the extension name again (press **SCROLL** if necessary to redisplay the name).
3. Select the option to change; **NO CALLS** or **DIVERT**.
4. **DIVERT** does not appear if the extension does not have a Divert All number set.
5. The Soft DSS display shows the new status.

Planning Soft DSS Keys

When setting up Soft DSS keys you must decide:

- **How many Soft DSS keys do you want?**
Half-line mode supports up to 4 keys. Full-line mode supports up to 2 keys but shows more information.
- **What Soft DSS key features do you want to have?**
You can use half-line mode to make calls only. You can full-line mode to make calls, send alerts, etc.
- **What type of calls do you want to make/receive?**
When using Soft DSS keys to make a call, the usage setting of your phone and the phone called determines the type of call. The possibilities are:
 - **Standard call:** The same as a normally dialled call.
 - **Page Call:** The extension called hears a single tone and then you can hear each other.

There are 4 usage settings (**Normal, Auto Answer, Voice** and **Intercom**). (see **Changing the Soft DSS Usage**) for how the different usage settings interact.

Setting Up Soft DSS Keys

To clear the Soft DSS keys after setup, cancel all set extensions (see **Changing the Soft DSS Extensions**).

To setup Soft DSS keys:

1. Press **PROGRAM**, **SCROLL** and then **SOFT DSS**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. The phone shows **NO SOFT DSS KEYS**. Press **CHANGE** until the display mode required appears, then press **DONE**.
4. Enter the first extension number and then press **NEXT**. If the right-hand display is blank, you can enter another. If you have entered all the extensions, press **DONE**.
5. Press **USAGE**. Press **CHANGE** until the setting required appears and then press **DONE**.
6. Press **PROGRAM** to finish.

Changing the Soft DSS Display Mode

The display mode sets how many Soft DSS keys you can have; 4 in half-line mode or 2 in full-line mode. Note that if you change mode from half-line to full-line, you lose the last two extensions entered.

To set the Soft DSS key display mode:

1. Press **PROGRAM** and **SCROLL**. Press **SOFT DSS**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. Press **MODE**. The display shows the current mode.
4. To change mode, press **CHANGE**.
5. Press **DONE**. The display goes to extension entry.
6. Press **PROGRAM** to finish.

Changing the Soft DSS Extensions

The Soft DSS features only work correctly with extension numbers. Do not set lines or groups as Soft DSS keys.

To set a Soft DSS key extension:

1. Press **PROGRAM** and **SCROLL**. Press **SOFT DSS**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. Press **EXTNS**. To display the number set.
 1. To cancel the number, press **CANCEL**.
 2. To display the next number, press **NEXT**.
 3. To enter a new number, press **NEXT** until the top-right display goes blank, then enter the number.
4. Press **PROGRAM** to finish.

Changing the Soft DSS Usage

When using Soft DSS keys to make a call, the usage setting of the two phones determines the type of call that occurs (see *diagram*). The phone's usage setting affects all of its Soft DSS keys. The system treats extensions with no Soft DSS Keys as set to **Normal Call**.

Usage Setting	Call Type	Usage Setting
Normal or Auto Answer	<Standard/Standard>	Normal or Auto Answer
Normal	<Page/Standard>	Voice or Intercom
Auto Answer	<Direct/Standard>	Voice or Intercom
Voice	<Page/Page>	Voice
Voice	<Page/Direct>	Intercom
Intercom	<Direct/Direct>	Intercom

To set the Soft DSS key usage:

1. Press **PROGRAM** and **SCROLL** and then **RINGER**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. Press **Usage**. The display shows the current setting.
4. To change the current usage, press **CHANGE**.
5. Press **PROGRAM** to finish.

Changing the Ringer Volume

While altering the volume, the phone rings.

To change the ringer volume:

1. Press **PROGRAM** and then **RINGER**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. Press **VOLUME**. The display shows a slider. Adjust this using the – keys on its left (softer) or right (louder).
4. Press **PROGRAM** to finish.

Changing the Ringer Sound

The ringer sound contains three tones. You can adjust the 'mix' of these to achieve your own distinctive ring. While doing this the phone rings.

To change the ringer sound:

1. Press **PROGRAM** and then **RINGER**.
2. Enter the phone's passcode (see **The Phone's Passcode**).
3. Press **SOUND**. The display shows a slider. Adjust the using the – keys on its left and right.
4. To select another part of the sound to adjust, press **TONE**. This changes the slider to a different tone.
5. Press **PROGRAM** to finish.

Switching the Ringer On/Off

You can switch the ringer on or off for internal and/or extension calls. This does not affect the information displayed. For internal calls you can also select **AUTO ANSWER** to connect internal calls after giving just a single tone. This feature is sometimes called "Splash calls".

To switch the internal or external ring on/off:

1. Press **PROGRAM** and then **RINGER**.
2. Enter the phone's passcode (see **The Phone's Passcode**).
3. Press **SCROLL** and then press **EXTERNAL** or **INTERNAL**. The shows the current setting.
4. To change the ringer mode, press **CHANGE** to select **On**, **Off** or **Auto Answer** (*internal only*).
5. Press **PROGRAM** to finish.

Setting a Ringer Step

If a call rings unanswered, the phone can increase the volume o each ring until reaches its maximum. You can select several sizes of increase step.

To set the ringer volume step size:

1. Press **PROGRAM** and then **RINGER**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. Press **STEPS**. The display shows the current setting; **LARGE STEP**, **SMALL STEP** or **NO STEP** (no increase).
4. TO select another step size, press **CHANGE**.
5. Press **PROGRAM** to finish.

Setting the Ringer Timeout

The ringer timeout control several actions.

- **Call-Back:** How long a call-back rings you before cancelling.
- **Group Hunting:** How long calls to a group of which your phone is a member, ring your phone before trying the next member.
- **Divert on No Answer:** How long calls ring at your phone before the system uses Divert on No Answer if set.

To set the ringer timeout:

1. Press **PROGRAM** and then **RINGER**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. Press **TIMEOUT**. The display shows the current setting.
4. Press **CANCEL** and enter the new timeout in seconds. The normal value of 10 seconds is equal to 3 rings.
5. Press **PROGRAM** to finish.

Automatic External Call Connection

The System Manager can set 2050/2060 phones with ACD operation in to free flow mode. In this mode, the system connects external calls automatically after just a single tone (but not transferred external calls). After you end the call, the system waits 3 seconds before connecting any following calls.

Personal Alarms

You can set the phone to give you an alarm call at a set time on a particular day or type of day (e.g. weekdays). The alarm can be normal ringing, music or a system announcement. You can also add your own short text message. If your phone is busy at the set time, the alarm waits until it is free.

Your System Manager can also arrange alarms. System alarms do not wait until your phone is free. You do not have to be in group to receive a System alarm.

To set a personal alarm:

1. Press **PROGRAM** and then **ALARM**.
2. Enter the phone's passcode (see **The Phone Passcode**). If you have an alarm set, **CLEAR** appears below the alarm time.
3. **To set the alarm type:** Press **TYPE**. Press **CHANGE** until the required type of alarm appears, then press **DONE**.
4. **To add or remove an alarm message:**
Press **MESSAGE** and:
 - To select no message, press **NONE**.
 - To alter the message, press **EDIT**.Enter the message text (see **Display Phone Details**) and then press **DONE**.
5. **To set the alarm time and day:** Press **SET**. Dial the alarm time in 24-hour clock format. Press the symbol on either side of the day shown to select the day or days on which the alarm should occur, then press **DONE**.
6. Press **PROGRAM** to finish programming.

To clear a personal alarm:

1. Press **PROGRAM** and then press **ALARM**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. Press **CLEAR** to cancel the alarm settings.

Automatic Calls – Hotline Operation

Hotline operation allows a phone to automatically dial a number when left off-hook for a set period. Your System Manager or maintainer controls this feature.

Missed Calls

The **MISSED** function displays the last five unanswered external calls to your phone. Note that this function only works for calls which include CLI, i.e. the caller's phone number.

Press **MISSED** and then use the lower left and right display keys to move between details of different calls. You can recall the displayed caller by press **CALL**.

You can save a number by pressing **SAVE**. This stops the number being removed until you press **DELETE**. The missed calls function stores a maximum of five missed numbers including saved numbers. Note that unsaved missed numbers are removed once you exit the missed function.

Group

Your phone can be included in a group of phones. When 'in group', you receive calls made to the group number. The group's type sets the order in which members ring. The types are **rotary**, **collective**, **sequential** and **longest waiting**. When in a group where each member rings in turn, your phone rings for the time set by its ringer timeout (see **Setting the Ringer Timeout**). Going into group switches divert all or no calls off.

To join/leave group:

1. Pressing the **GROUP** key takes your phone in or out of group.
2. When 'in group' (shown by a – symbol above the **GROUP** key) you can receive calls made to the group.
3. Your System Manager can stop use the **GROUP** key.

Hot Desking

Warning:

Phones being used for ACD also have log on and log off controls and should not be confused with phones being used for hot desking. In some situations a phone may be shared by more than one person, with each person having a different extension number. This is called "hot desking". Whilst a user is logged off, calls to them will follow their divert all settings or re-routed by the INDeX if they have no divert set.

To Log On:

1. If the phone is displaying **NOT LOGGED ON**, press either **LOG ON** and enter your number or **INDeX** and select your name. you may be asked to enter your passcode (option set by your System Manager). See **The Phone Passcode** for details on entering and changing your passcode.
2. If the phone is displaying **LOG OFF**, press that key first and then perform step 1 as above.

The Phone Passcode

If the phone displays **ENTER PASSCODE**, it expects you to dial its four-digit passcode. The default passcode is 0000. Wrong passcode entry can result in the phone becoming barred. Barred phones cannot access features requiring passcode entry. They can make external calls but only to special numbers, e.g. Emergency numbers.

To enter the phone's passcode:

1. Dial the 4-digit passcode. If you make a mistake, press **CANCEL** and restart entry.
2. If you enter the wrong number, the phone displays **REENTER**. Enter the passcode again or press **PROGRAM** to end programming.
3. If you enter the wrong passcode 5 times, the phone displays **THIS TERMAL IS BARRED**. To unbar your phone contact your System Manager.

To change the phone's passcode:

1. Press **PROGRAM** and then **SCROLL** twice. Press **PASS**.
2. Enter the current passcode.
3. The display shows **ENTER NEW CODE**. Enter the new passcode (all passcodes must be four digits).
 - To restart after a mistake, press **CANCEL**.

Background Music

If your system has external Music-On-Hold installed, you may be able to have it play when the phone is not in use. The phone's speaker volume controls the loudness of the music (see **Changing the Call Volume**).

To switch background music on/off:

1. Press **PROGRAM** and then **SCROLL**. Press **MUSIC**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. The display shows the **NO MUSIC** or **BACKGROUND MUSIC**.
4. To change the current setting press **CHANGE**.
5. Press **DONE** and then press **PROGRAM** to finish.

Displaying Phone Details

You can view the details of the phone's type, number and directory name on the display.

To display the phone's details:

1. Press **PROGRAM** and then press **SPEAKER**.
2. Enter the phone's passcode (see **The Phone Passcode**).
3. The display shows the phone's type, number and on the bottom line the phone's directory name.
4. Press **PROGRAM** to return to normal use.

Locking/Unlocking the Phone

You can lock your phone. This stops it being used to make external calls, users hear continuous tone instead. You can still make internal calls whilst locked.

To lock/unlock a phone:

1. Press **PROGRAM** and then **SCROLL** twice.
2. Press **LANGUAGE**.
3. Press **CHANGE** to select the language required or your system's **DEFAULT** language.
4. Then press **DONE**.

Language Controls

The system allows you to select which language to use for the phone's display.

To change the phone's display language:

1. Press **PROGRAM** and then **SCROLL** twice.
2. Press **LANGUAGE**.
3. Press **CHANGE** to select the language required or your system's **DEFAULT** language.
4. Then press **DONE**.

Listening to Voice Messages

The system can include a Voice Manager to record messages in your own voice mailbox. You can use this by setting the Voice Manager number as your diverts (see **Dialling Ahead**). Remember to check your mailbox regularly as the Voice Manager can delete messages after set periods.

- **Voice Manager Functions:**

The INDeX supports a number of different Voice Managers and so the range of options available to you may differ.

To check you mailbox:

1. Press **LISTEN** or **VOICE** and then **LISTEN**.
2. The display shows **ENTER PASSCODE**. Enter you mailbox passcode (not your phone's passcode).
 - If you make an error, press **CANCEL** to restart.
3. Once in your mailbox, the Voice Manager tells you how many messages you have. Use the controls below.

To control your mailbox messages:

1. To rewind the message, press **REWIND**.
2. To fast forward the message, press **FFWD**.
3. To hear the next message, press **NEXT**.
4. To delete the message, press **DELETE**.
5. To hear the pervious message, press **SCROLL** and **PREVIOUS**.
6. To find out when the message was left, press **WHEN**.
7. To copy the message to a mailbox, press **COPY**.
8. To save the message press **SCROLL** and then **SAVE**.

Using Any Phone

You can dial the Voice Manager and check your mail when away from your desk or even out of the office. The phone you use have MF tone dialling with and # keys.

To access the Voice Manager Internally:

1. If internal, dial the Voice Manager extension number.
2. If external, either dial in to your company and ask to be transfer to the Voice Manager extension or use a direct number if your company has set one up.
3. When you hear the Voice Manager respond, press #.
4. Enter your mailbox ID. And then your mailbox password if required.
5. The voice manager will provide you with prompts to control the messages.

Changing Your Temporary Greeting

You can replace your mailbox greeting with a temporary one. The Voice Manager will delete it during its daily housekeeping (which normally occurs at night).

To add a temporary mailbox greeting:

1. Press **Voice** and then **TEMP MSG**.
2. The display shows **ENTER PASSCODE**. Enter your mailbox passcode.
3. Once the Voice Manager accepts your passcode, it shows **LISTEN, CHANGE, DELETE** and **FINISH**.
4. When finished, replace the handset.

Changing Your Greeting

You can change your mailbox greeting.

To change your mailbox greeting:

1. Press **VOICE** and then **GREETING**
2. Press **RECORD** and record your new greeting. Press **STOP** when finished.
3. Press **LISTEN** to hear your new greeting. If you wish to change the greeting repeat the procedure in step 2. If you wish to keep the recording press.
4. Wait until you hear two beeps and then press **ANSWER RELEASE**.

Leaving Voice Mail Message

To leave voice messages:

1. Press **VOICE** and then **MESSAGE**.
2. The display shows **DIAL EXTENSION**. Enter the extension for whom you want to leave a message.
3. Voice Manager plays the extension's mailbox name and gives a tone. Speak your message and press **FINISH**.
 - To check your message, press **REVIEW**.
 - To change the message, press **RERECORD**.
 - To send the message if okay, press **SEND**.
 - To cancel the message, press **ANSWER RELEASE**.
4. When finished, replace the handset.

Modifying Your Mailbox

To modify your mailbox name, password and greeting:

1. Press **VOICE** and then **MODIFY** (if lines to the Voice Manager are busy, the phone shows a **WAIT** option).
2. The display shows **ENTER PASSCODE**. Enter your mailbox passcode (*if you make an error, press **CANCEL** to restart*).
3. Once the Voice Manager accepts your passcode, select the feature you wish to change (each has options to **LISTEN**, **CHANGE** and **FINISH**).
 - To alter your password, select **PASSWORD**. Do not set an obvious password such as 1234, 0000 or your extension number.
 - To alter your greeting, select **PERM MSG**.
 - To alter your mailbox name, select **NAME**.
4. When finished, replace the handset.

What are System Manager Phones?

The System Manager can give special 'System Manager' status to some display phones. Those phones can then access a set of extra features.

Night Service

Phones and lines on the system divide into areas. Each **area** links to a night service timetable. The system takes the areas in and out of night service using those timetables. Phones with System Manager status can manually switch areas between day and night service.

During night service, display phones show a crescent moon symbol at the top-right. Other typical effects are:

- **Lines:** The system directs calls to a night desk number, answer-phone extension or Voice Manager (*if installed*).
- **Phones:** The type of external call you can make becomes more restricted, e.g. no long distance calls.

To switch areas Day & Night Service:

1. Press **SETUP** and then **SERVICE**.
2. To change all areas, press **ALL**.
3. To change a particular area, press **SELECT**. Enter the area and press **DONE**.
4. Press **CHANGE** to select **DAY** or **NIGHT SERVICE**.
5. When finished press **DONE**.

Changing the Time

Phones with System Manager status can alter the time set on the system and displayed on phones. The time shown is in either 12-hour or 24-hour clock format (set by the maintainer).

To set the time:

1. Press **SET UP** and then **TIME**.
2. Enter the new time in 24-hour format.
3. If entered wrongly, press **CANCEL** and re-enter.
4. To cancel the change press **ANSWER RELEASE**.
5. When finished, press **DONE**.

Changing the Date

Phones with System Manager status can alter the date set on the system and displayed on the phones. The date on phones either display as **day: month: year** or just **day: month**. You System Manager controls this feature.

To set the date:

1. Press **SET UP** and then **DATE**.
2. Enter the new date as day, month and year.
3. If entered wrongly, press **CANCEL** and re-enter.
4. To cancel the change and exit, press **ANSWER RELEASE**.
5. When finished, press **DONE**.

Recording ACA Messages

Phones with System Manager status can play and record the messages used on Automatic Call Announcer (ACA) modules. Note that while using these functions, any features that use the ACA module will not run. The system uses ACA modules in two ways. It plays to external callers waiting to be answered. It also uses them for system and personal alarms.

To play/record an ACA module:

1. Press **SET UP** and then **ACA MSG**. Dial the directory number of the module. If the module is locked, press **CHANGE** to unlock it.
2. To play the current recording: Press **PLAY** to start the module. Press **STOP** to stop the module.
3. To select the recording source: Press **SOURCE**. Press **CHANGE** until the source required; **TERMINAL** (*the phone*) or **INPUT FROM EXT** (*the control cabinet jack socket*). When selected, press **DONE**.
4. To record from the selected source: Press **RECORD** and when the phone asks for confirmation press **RECORD** again. Record the message and then press **STOP**.
5. When completed, press **SECURE** to relock the module so that it can be used.

General Phone Usage

The phone provides a quick method of communication. However, think carefully about how you use it. Your phone manner is a key part of the company's and your image.

- Speak clearly and maintain a friendly manner.
- Position the phone within easy reach for use.
- Keep a pen and paper near the phone and use them.
- Keep a list of company and external numbers handy or the **INDeX** function (see **Making Calls from the INDeX Directory**).
- If you have to talk to someone else in the office during a call, inform the caller and then use **MUTE** or **HOLD**.
- Avoid giving your operator unnecessary work.
- Transfer callers yourself rather than via the operator.
- Keep your System Manager informed of changes in your department, so that they can keep your pick-up groups, phone directories, etc. up to date.

Answering Calls

- Answer the phone promptly and identify yourself.
- Sound helpful and friendly.
- Get the caller's name and use it.
- Do not be bad mannered to wrong numbers always accept the apology. Transfer the call to the correct extension if you can.
- Listen to the caller and let them know you are listening.
- If taking a message, include your name, the callers name, date, time and subject.
- If cut-off, wait for the original caller to call back.

Making Calls

- Know what you want to say, avoid rambling. If necessary, prepare key point notes before the call.
- If you get a wrong number, always apologize, it is not the other person's fault.
- If cut-off, call back as soon possible.
- If an extension diverts to Voice Mail, leave a message. Do not hold for another person unless urgent.