

# INTRODUCTION TO MAKING CALLS

- INTERNAL CALLS
- CALLING THE OPERATOR
- OUTSIDE CALLS
- SPEEDCALL
- LAST NUMBER REDIAL
- CALL PRIVACY
- ACCOUNT CODES

Internal Calls, Calling the Operator and Outside Calls are basic features that you use all the time. To make a call to another extension simply dial the extension number. To dial the Operator, dial the Operator code. You don't need to go through the Operator to make an outside call, simply dial the Outside Calls code (usually 9) then dial the outside number.

Speedcall and Last Number Redial are features that make dialling easier. With a Speedcall you can dial a number of any length, for instance an international number 14 digits long, with just 4 digits. This is particularly useful for telephoning different branches of your organisation that are located in a different part of the country or abroad. There are two types of Speedcall, 'Ordinary' Speedcalls and Personal Speedcalls. 'Ordinary' Speedcalls are available to everyone and are listed in the Internal Telephone Directory. You create your own directory of Personal Speedcall numbers by storing the numbers that you most often need to dial. Your Personal Speedcall numbers cannot be used by anyone else.

## FEATURE LIST

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## FEATURE GLOSSARY

Unfortunately feature names are not standard between different makes of system. You may have come across different feature names in the past. This glossary should clear any confusion.

### SX2000 System Feature Names      Alternative Names

#### Making Calls

OUTSIDE CALLS	Trunk Access
SPEEDCALL	Abbreviated Dialling - Common Use
PERSONAL SPEEDCALL	Abbreviated Dialling - Personal
LAST NUMBER RE-DIAL	Repeat Number Dialling
ACCOUNT CODES	

#### 'Can't Get Through'

CAMP-ON	Wait On Busy
CALLBACK	Automatic Callback
BUSY INTRUSION	Executive Intrusion

#### Enquiries

HOLD	Call Hold
TRANSFER	Transfer with Privacy
SWAP	
CONFERENCE	Extension Controlled Conference

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#### Call Pick-ups

PICK-UP	Directed Call Pickup
GROUP PICK-UP	Dialled Call Pickup
NIGHT PICK-UP	Night Service Dial Answer

#### Diversions

DIVERSION OF ALL CALLS - Follow Me	Call Forwarding - Own Extension
DIVERSION OF ALL CALLS - I'm Here	Call Forwarding - New Extension
DIVERSION ON BUSY (Int. Source)	Call Forwarding - Busy (Int. Calls)
DIVERSION ON BUSY (Ext. Source)	Call Forwarding - Busy (Ext. Calls)
DIVERSION ON NO REPLY (Int. Source)	Call Forwarding - No Answer (Int. Calls)
DIVERSION ON NO REPLY (Ext. Source)	Call Forwarding - No Answer (Ext. Calls)
DO NOT DISTURB	

#### Special Features

EXTENSION RESET	Clear All
MESSAGE WAITING	Messaging
PAGING	Public Address
TONE DEMONSTRATION	

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**INTERNAL CALLS**

**To Make An Internal Call:**

- LIFT HANDSET Dial Tone
- DIAL EXTENSION NUMBER

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**OUTSIDE CALLS**

**To Make An Outside Call:**

- LIFT HANDSET Dial Tone
- DIAL OUTSIDE LINE CODE (Usually 9) 9 Silence or Dial Tone
- DIAL OUTSIDE NUMBER

**CALLING THE OPERATOR**

**To Call the Operator:**

- LIFT HANDSET Dial Tone
- DIAL OPERATOR CALL CODE (Usually 0) 0

X

**SPEEDCALL**

You can use Speedcalls to save time when dialling long numbers that are frequently used. There are two types of Speedcall, 'ordinary' Speedcall (simply called Speedcall) and Personal Speedcall. The Speedcall numbers available to everyone are listed in your Internal Telephone Directory.

You can store your own Personal Speedcall numbers. Instructions for storing Personal Speedcall numbers are given in this section. A Personal Speedcall Record Card, which you fill in, is included at the end of this guide.

**To Make A Speedcall:**

- LIFT HANDSET Dial Tone
- DIAL SPEEDCALL NUMBER SPEED CALL LIST

**To Make A Personal Speedcall:**

- LIFT HANDSET Dial Tone
- DIAL SPEEDCALL CODE \*7 Silence
- DIAL PERSONAL SPEEDCALL NUMBER

**Storing Personal Speedcall Numbers:**

- FILL IN THE FULL TELEPHONE NUMBER AGAINST A VACANT, OR NO LONGER REQUIRED, PERSONAL SPEEDCALL NUMBER ON THE PERSONAL SPEEDCALL RECORD CARD AT THE END OF THIS GUIDE.
- LIFT HANDSET Dial Tone
- DIAL PERSONAL SPEEDCALL STORE CODE \*#1 Silence
- DIAL PERSONAL SPEEDCALL NUMBER (00 - 09) Silence
- DIAL THE TELEPHONE NUMBER TO BE STORED, INCLUDING THE OUTSIDE LINE DIALLING CODE Silence
- REPLACE HANDSET

**LAST NUMBER REDIAL**

Every time that you dial an outside number, the system saves that number. You can then redial that number, even after you have made several internal calls, simply by dialling the Last Number Redial code. If you dial another outside number, the system saves the 'new' number and you can redial it with the Last Number Redial code.

**To Make A Last Number Redial Call:**

- LIFT HANDSET Dial Tone
- DIAL LAST NUMBER REDIAL CODE \*0

# INTRODUCTION TO 'CAN'T GET THROUGH' FEATURES

CALLBACK  
CAMP-ON  
BUSY OVERRIDE

These are features you can use when trying a number that is engaged or does not answer.

### Number Engaged

When a number is engaged there are three things you can do instead of replacing the handset and trying again later. You can:

Use Callback and replace your handset. As soon as the person you were trying to call puts their phone down, your phone rings. When you answer, the other person's phone rings.

Or If you **must** talk to a busy extension, you can Camp-on. You do this by dialling a code when you hear the Busy Tone. The extension user you are calling hears a beep (Camp-on Tone) in the middle of their conversation, telling them you are waiting to speak to them. As soon as the called extension replaces their handset, the phone will ring for your call. Alternatively, the called extension can interrupt their conversation, talk to you, and then resume their original call.

## CALLBACK

When you call an extension that is busy or does not answer, there is no need to go on trying until you get an answer. Use Callback and let the system monitor the extension for you and ring you back when it is ready for your call. When the Callback takes place your extension rings with a distinctive pattern of Callback ringing.

When you have set a Callback(s) you can use your phone in the normal way.

Occasionally when you answer a Callback you will hear a busy tone. This is because the extension to which you applied the Callback has immediately been used again. In this case replace your handset and the system will automatically reset the Callback.

Sometimes when you answer a Callback you will hear a ringing tone, but the call is unanswered. The system will automatically reset the Callback when you replace your handset.

If you have applied a Callback and now no longer need it, you can cancel all of your Callbacks or one specific Callback.

### To Set Up A Callback:

You have dialled an extension and hear Busy Tone, or Ringing Tone.

- DIAL CALLBACK CODE 6 Dial Tone Busy Tone or Ringing Tone
- REPLACE HANDSET

Or In an emergency use Busy Override to intrude into a call already in progress. A warning tone will be repeated every few seconds while you are intruding into the conversation.

**NOTE**

Very few extension users are given the Busy Override feature when the system is installed. Contact the operator or the Telephone Manager if you think that you need this feature.

**No Reply**

If there is no reply from an extension that you have called, then you can use Callback. In this case the system monitors the extension you tried to call, and activates the Callback the next time someone uses the extension and replaces the handset. You will then receive 'Callback' ringing at your extension and when you answer the other extension will ring.

**CALLBACK continued**

**To Cancel All Callbacks:**

- LIFT HANDSET
- DIAL CALLBACK CANCEL CODE #6 Silence
- REPLACE HANDSET

**To Cancel A Specific Callback:**

- LIFT HANDSET
- DIAL CALLBACK CANCEL CODE ##6 Silence
- DIAL EXTENSION NUMBER Dial Tone
- REPLACE HANDSET

**CAMP-ON**

You know how frustrating it is when you are trying to ring an extension that seems to be continuously busy. Camp-on solves this problem by letting the person know you are waiting. If you replace your handset, the Camp-on is cancelled.

**To Set Up Camp-on:**

- DIAL CAMP-ON CODE  Busy Tone
- DO NOT REPLACE HANDSET  Silence

**To Cancel Camp-on:**

- REPLACE HANDSET

**To Interrupt Your Present Call, Talk To The Camped-on Caller, Then Return To Your Original Conversation:**

- WARN FIRST CALLER  Beep of Camp-on Tone
- PRESS RECALL  Interrupted Dial Tone
- DIAL CAMP-ON ANSWER CODE  Talk to Camped-on Party

**To Retrieve Your Original Caller:**

- PRESS RECALL  Interrupted Dial Tone
- DIAL CALL HOLD RETRIEVE CODE  Resume Conversation with Original Caller

# INTRODUCTION TO ENQUIRY FEATURES

HOLDING A CALL  
 TRANSFERRING A CALL  
 SWAP (BETWEEN TWO CALLS)  
 CONFERENCE

**These features are available to you during a conversation.**

During a call you may need to consult someone in the office, or check some fact in a book. To do this it is useful to be able to hold a call while you replace the handset. If you need to go to another office, you can retrieve the held call from another extension.

Something you will need to do often is transfer calls to someone else. All you need to do is press Recall and dial the required extension number. You do not need to hold the caller first as the system does this for you.

The Swap feature allows you to hold private negotiations with two callers, talking to each in turn without the other hearing. If you hang up before the other parties, they will be connected.

On the other hand you might want a conference. Up to eight people, one on an outside line, can take part in a conference. You don't have to ask the Operator to set up a conference, you can do it yourself using the Conference feature.

## NOTE

A variation of the SWAP feature, called Shuttle, is available instead of Swap. With Shuttle the two parties that you are negotiating with can NEVER be connected, even if you hang-up first. If your extension is set up to have Shuttle you cannot transfer calls in the normal way. If you feel that you need Shuttle rather than Swap, contact your Telephone Manager.

## To Retrieve The Held Call From Your Extension:

- LIFT HANDSET Dial Tone
- DIAL LOCAL HOLD RETRIEVE CODE # 7

## To Retrieve The Held Call From Another Extension:

- LIFT HANDSET Dial Tone
- DIAL REMOTE HOLD RETRIEVE CODE ## 7 Silence
- DIAL THE NUMBER OF THE EXTENSION WHERE THE CALL WAS HELD

**HOLD**

This feature allows you to hold an established call. You can then replace your handset and have a conversation in the office, make another call or use any other feature. Afterwards you can retrieve the held call, either from your own extension or another extension.

The system monitors the length of time a call has been held. If you forget, or for some reason don't retrieve your held caller, the system rings your extension and reconnects you to the caller on hold.

**To Hold An Established Call:**

- PRESS RECALL Interrupted Dial Tone
- DIAL CALL HOLD CODE \*7 Dial Tone
- REPLACE HANDSET or MAKE ANOTHER CALL

**CALL TRANSFER**

You can very easily transfer a call from your extension to another extension by using the Recall Button and dialling the new extension number. The call is transferred when you replace your handset. If you want to introduce the transferred call to the new extension, you can wait for the extension to answer and then announce the call before replacing your handset. Use the Recall button and the Local Hold Retrieve Code to retrieve the original caller if the extension to which you are transferring the call is busy.

**To Transfer A Call:**

- PRESS RECALL Interrupted Dial Tone
- DIAL EXTENSION NUMBER Ringing Tone
- REPLACE HANDSET (you may talk privately to the extension before replacing the handset)

**To Get The Caller Back If The Extension Is Busy:**

- Busy Tone
- PRESS RECALL
- DIAL LOCAL HOLD RETRIEVE CODE #7

**SWAP**

You can swap between two callers, talking to each privately in turn, in the same way that you transfer a call. This is useful in negotiations where you don't want one caller to hear what you say to the other. Remember that if you hang-up before your two callers, they will be connected.

**When The First Call Is Established, Then:****To Consult Privately With Another Person:**

- PRESS RECALL Interrupted Dial Tone
- DIAL THE OTHER PERSON'S EXTENSION

You will now be connected to the new person; your first caller is on hold and cannot hear your conversation.

**To Alternate Between Parties:**

- PRESS RECALL Interrupted Dial Tone
- DIAL LOCAL HOLD RETRIEVE CODE #7

This puts the later call on hold and reconnects you to the first caller. You can continue to alternate between the two parties by pressing Recall and dialling the Local Hold Retrieve Code.

**To Add Someone Else To The Conference:**

- PRESS RECALL Interrupted Dial Tone
- DIAL NEW CONFERENCE MEMBER'S NUMBER Wait for Answer
- PRESS RECALL
- DIAL CONFERENCE CODE \*4

**CONFERENCE**

You can set up a telephone conference with up to eight members, one of which may be on an external line. Any internal conference member can add new members, up to the maximum number for the conference.

If you dial a busy line, or the call is not answered, you can re-enter the conference or call another number. If the busy or unanswered line is external, you need to dial the Conference External Call Release code in addition to pressing Recall. Any member can leave a conference simply by replacing his or her handset.

**To Set Up A Conference:**

- LIFT HANDSET Dial Tone
- DIAL 1st CONFERENCE MEMBER'S NUMBER Wait for Answer
- PRESS RECALL Interrupted Dial Tone
- DIAL 2nd CONFERENCE MEMBER'S NUMBER Wait for Answer
- PRESS RECALL Interrupted Dial Tone
- DIAL CONFERENCE CODE 
 \*4 You now have a three member conference

**CONFERENCE continued**

**When An Extension Is Busy Or Does Not Answer:**

- PRESS RECALL Interrupted Dial Tone
- DIAL LOCAL HOLD RETRIEVE CODE  
OR  
DIAL ANOTHER PARTY 
 #7 To Re-enter conference

**When An Outside Line Is Busy Or Does Not Answer:**

- PRESS RECALL Interrupted Dial Tone
- DIAL EXTERNAL CALL RELEASE CODE 
 Dial Tone
- DIAL LOCAL HOLD RETRIEVE CODE  
OR  
DIAL ANOTHER PARTY 
 To Re-enter conference

## INTRODUCTION TO CALL PICK-UP FEATURES

DIRECTED PICK-UP  
GROUP PICK-UP  
NIGHT PICK-UP

Just imagine how many times a phone rings in your office or nearby and you have to stop what you are doing, get up, walk over to it and answer it; assuming that it has not stopped ringing in the meantime. The Pick-Up features allow you to answer any ringing extension from your own. Once you have picked up a call you can then use any other feature. For example, you may find that you want to transfer the picked-up call.

There are three types of Pick-Up.

Pick-Up is the basic feature. You must dial a code and then the number of the extension that is ringing in order to answer the call.

Group Pick-Up is a fast, single step method of picking up calls, but it assumes that your extension is in the same Pick-Up Group as the ringing one. So you only need to dial the Group Pick-Up code and not the extension number. If you are not in a Pick-Up Group, and feel that you need to be, contact your Telephone Manager.

During out-of-office hours, when there is no Telephone Operator on duty, incoming calls ring a Night Bell. You can answer (pick-up) an incoming night call using the Night Pick-Up Code.

## INTRODUCTION TO CALL DIVERSION

DIVERSION OF ALL CALLS  
DIVERSION ON BUSY  
DIVERSION ON NO REPLY  
DO NOT DISTURB  
CANCEL ALL DIVERSIONS

The Call Diversion features enable you to divert calls made to your extension to ring at another extension instead.

Diversion of All Calls is useful if you are working away from your normal telephone, perhaps in another office, and wish to have your calls re-routed to you or someone else who can answer them for you. You can set Diversion of All Calls, either from your own extension (Follow Me), or from your 'new' extension (I'm Here).

Sometimes, for instance in a busy sales office, it is important that incoming calls are not kept waiting while you are busy on the line, or while you are temporarily away from the phone. In this situation you can use Diversion On Busy, or Diversion On No Reply, to have incoming calls diverted to another extension in your office.

Calls from extensions may also be diverted to outside numbers, but outside calls cannot be diverted to outside numbers. For example, you can divert internal source calls on no reply to an outside number, but you cannot divert external source calls on no reply to an outside number.

The final Diversion feature is Do Not Disturb, which blocks incoming calls to your extension, enabling you to work without interruption.

Each Diversion feature may be cancelled individually and instructions are given for this on each feature page. You may also cancel ALL Diversions using the Cancel All Diversions code.

**PICK-UP**

**To Pick-Up A Call From A Ringing Extension:**

- LIFT HANDSET Dial Tone
- DIAL PICK-UP CODE \*6 Silence
- DIAL NUMBER OF RINGING EXTENSION

**GROUP PICK-UP**

**To Pick-Up A Call From A Ringing Extension In Your Pick-up Group:**

- LIFT HANDSET Dial Tone
- DIAL GROUP PICK-UP CODE \*\*6

**DIVERSION OF ALL CALLS**

If you want someone else to handle all your calls (for example a secretary) you can divert all calls to another extension. The extension now receiving your calls can still ring you. When you lift your handset you hear Interrupted Dial Tone to remind you that you have diverted your calls.

You can set Diversion of All Calls, either:

From your own extension (using Diversion of All Calls - Follow Me code).

Or, from your 'new' extension, (using the Diversion of All Calls - I'm Here code).

To cancel Diversion of All Calls, dial the Cancel Diversion of All Calls code for your original extension.

**To Set Up Diversion Of All Calls From Your Own Extension:**

- LIFT HANDSET (Your Extension) Dial Tone
- DIAL DIVERSION OF ALL CALLS - FOLLOW ME CODE \*8 Silence
- DIAL NUMBER TO WHICH CALLS WILL BE DIVERTED Interrupted Dial Tone
- REPLACE HANDSET

**DIVERSION OF ALL CALLS continued**

**To Set Up Diversion Of All Calls From Your New Extension:**

- LIFT HANDSET ('New' Extension) Dial Tone
- DIAL DIVERSION OF ALL CALLS  
- I'M HERE CODE \*\*8 Silence
- DIAL YOUR ORIGINAL EXTENSION NUMBER Dial Tone
- REPLACE HANDSET

**To Cancel Diversion Of All Calls:**

- LIFT HANDSET (Your Extension) Interrupted  
Dial Tone
- DIAL CANCEL DIVERSION OF ALL  
CALLS CODE #8 Dial Tone
- REPLACE HANDSET

**DIVERSION ON BUSY continued**

**To Cancel Diversion On Busy:**

- LIFT HANDSET Dial Tone
- DIAL DIVERSION ON BUSY -  
INTERNAL SOURCE CODE #36 Silence  
OR  
DIAL DIVERSION ON BUSY -  
EXTERNAL SOURCE CODE #36 Silence
- REPLACE HANDSET

**DIVERSION ON BUSY**

You can use this feature to divert calls to another extension when your extension is busy. When you are not using your phone, incoming calls arrive normally. Diversions On Busy of outside calls (external source), and calls from extensions (internal source) are set up separately. This gives you the opportunity to divert outside calls only. Callers from other extensions can either try again later or use one of the 'Can't Get Through' features (for example, Callback).

**To Set Up Diversion On Busy:**

- LIFT HANDSET Dial Tone
- DIAL DIVERSION ON BUSY - INTERNAL SOURCE CODE \*31 Silence  
OR  
DIAL DIVERSION ON BUSY - EXTERNAL SOURCE CODE \*32 Silence
- DIAL NUMBER TO WHICH CALLS WILL BE DIVERTED Dial Tone
- REPLACE HANDSET

**DIVERSION OF ALL CALLS**

If you want someone else to handle all your calls (for example a secretary) you can divert all calls to another extension. The extension now receiving your calls can still ring you. When you lift your handset you hear Interrupted Dial Tone to remind you that you have diverted your calls.

You can set Diversion of All Calls, either:

From your own extension (using Diversion of All Calls - Follow Me code).

Or, from your 'new' extension, (using the Diversion of All Calls - I'm Here code).

To cancel Diversion of All Calls, dial the Cancel Diversion of All Calls code for your original extension.

**To Set Up Diversion Of All Calls From Your Own Extension:**

- LIFT HANDSET (Your Extension) Dial Tone
- DIAL DIVERSION OF ALL CALLS - FOLLOW ME CODE \*8 Silence
- DIAL NUMBER TO WHICH CALLS WILL BE DIVERTED Interrupted Dial Tone
- REPLACE HANDSET

### DIVERSION ON NO REPLY

You can use this feature to divert calls to another extension when your extension is unanswered. Your extension rings for a short time before the incoming call is diverted. Diversion On No Reply of outside calls (external source), and calls from extensions (internal source) are set up separately. This gives you the opportunity to only divert outside calls. Callers from other extensions can either try again later or set a Callback.

**To Set Up Diversion On No Reply:**

- LIFT HANDSET Dial Tone
- DIAL DIVERSION ON NO REPLY - INTERNAL SOURCE CODE \*34 Silence  
OR  
DIAL DIVERSION ON NO REPLY - EXTERNAL SOURCE CODE \*35 Silence
- DIAL NUMBER TO WHICH CALLS WILL BE DIVERTED Dial Tone
- REPLACE HANDSET

### DO NOT DISTURB

If you do not want to be interrupted by phone calls, perhaps during an important meeting, you can use this feature to block all calls to your extension. A caller from another extension hears Special Busy tone. You can still make calls when you have set Do Not Disturb. As a reminder that you have set the feature, you hear Interrupted Dial tone when you lift the handset.

**To Set Up Do Not Disturb:**

- LIFT HANDSET Dial Tone
- DIAL DO NOT DISTURB CODE \*5 Interrupted Dial Tone
- REPLACE HANDSET

**To Cancel Do Not Disturb:**

- LIFT HANDSET Interrupted Dial Tone
- DIAL CANCEL DO NOT DISTURB #5 Dial Tone
- REPLACE HANDSET

**DIVERSION ON NO REPLY continued**

**To Cancel Diversion On No Reply:**

- LIFT HANDSET Dial Tone
  
- DIAL DIVERSION ON NO REPLY - INTERNAL SOURCE CODE  Silence  
OR  
DIAL DIVERSION ON NO REPLY - EXTERNAL SOURCE CODE  Silence
  
- REPLACE HANDSET

**TO CANCEL ALL DIVERSIONS**

The Cancel All Diversions code can be used to cancel every type of Diversion that is set at an extension.

**To Cancel All The Diversions Set At An Extension:**

- LIFT HANDSET Dial Tone, or Interrupted Dial Tone
  
- DIAL CANCEL ALL DIVERSIONS CODE  **#15** Silence
  
- REPLACE HANDSET

## SPECIAL FEATURES

EXTENSION RESET  
MESSAGE WAITING  
PAGING  
TONE DEMONSTRATION

Extension Reset cancels all Diversions and Callbacks that have been set at an extension. Some users will also be able to use the Extension Reset feature on other people's extensions. For example a secretary may wish to cancel Diversions and Callbacks set on a manager's extension from her own extension.

If someone leaves a message with the Operator for you, the operator applies the Message Waiting feature to your phone. The next time you lift your handset, you hear a burst of Message Waiting tone, warning you the operator has a message for you.

If your organisation is using Message Centre, you can protect your messages by setting a password from your extension. When you ring the Message Centre, the operator first asks you for your password, and only reads out your messages if the password you give her matches the one you entered at your extension.

The Paging feature allows you to make announcements on the Public Address system directly from your extension. You can page individual areas in your workplace or the whole of the workplace. Remember that, as with most of the features, paging may not be allowed from your extension.

The Tone Demonstration feature is a training aid which you can use to familiarise yourself with the tones.

## TONE DEMONSTRATION

Tones tell you what is happening when you are making a call, or if a feature has been set at your extension. Although many of the tones, such as Dial Tone, Ringing Tone and Busy Tone, will be familiar to you, some will be new. The system has a Tone Demonstration feature which enables you to familiarise yourself with the tones by listening to them.

### To Familiarise Yourself With A Tone(s):

- LIFT HANDSET Dial Tone
- DIAL TONE DEMONSTRATION CODE \*39 Silence
- DIAL TONE CODE(S)
- REPLACE HANDSET

**EXTENSION RESET**

**To Cancel All Diversions And Callbacks At Your Own Extensions:**

- LIFT HANDSET Dial Tone, or Interrupted Dial Tone
- DIAL EXTENSION RESET CODE ☎#\*# Dial Tone
- REPLACE HANDSET

**To Cancel All Diversions And Callbacks At Another Extension:**

- LIFT HANDSET Dial Tone
- DIAL REMOTE EXTENSION RESET CODE ☎#\*# Silence
- DIAL EXTENSION NUMBER Dial Tone
- REPLACE HANDSET

**PHONE DEMONSTRATION continued**

- |    |                          |   |
|----|--------------------------|---|
| 11 | Dial Tone                | Heard when you lift the handset. It means that you are able to dial a number or set up a feature.   |
| 12 | Interrupted Dial Tone    | Heard after pressing the Recall button, and if a diversion has been set.  |
| 13 | Busy Tone                | Heard when the number that you have dialled is busy.  |
| 14 | Special Busy Tone        | Heard when you dial a number with the Do Not Disturb feature set.   |
| 15 | Ringing Tone - INT       | Heard when you are calling another extension on the same system — an internal call.   |
| 16 | Ringing Tone - EXT       | Heard when you are making an external call.   |
| 17 | Number Unobtainable Tone | Heard when the telephone system is unable to comply with your request, for example when you dial an extension number that does not exist. |