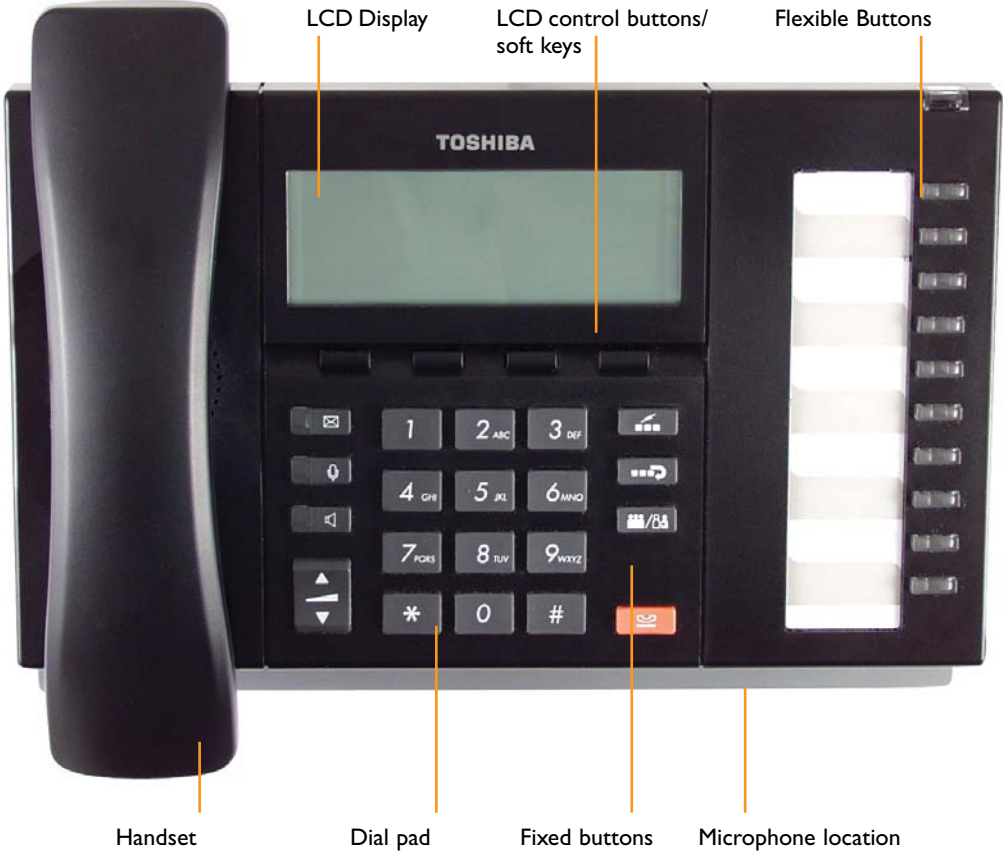


# quick reference user guide





0800 2 300 590

twl voice and data limited

## Fixed buttons and basic functions




### To make an internal call:

Lift handset and dial Extension number.


### To make an external call:

Lift handset and dial 9.

### To transfer a call:

Whilst on a call press the  key, dial the required extension number or external number. You can either wait for the person to answer or you can hang up and the call will go straight through.

### To hold a call:

Whilst on a call, press  the key.  
To retrieve press the green flashing line key.

### To pick up a call ringing at another extension:

Dial ## and the call be transferred to your phone.

### To divert all your calls internally:

Pick up hand set, dial #6011, dial the extension number you want all your calls to go to or enter 555 to send all calls to voicemail, hang up.

### To divert all your calls on busy/no answer response:

Pick up handset, dial #6041, dial the extension number you want all your calls to go to or enter 555 to send all calls to voicemail, hang up.

## Fixed buttons and basic functions

### To cancel all diverts:

Pick up handset, dial #6051, hang up.

### Setting up personal speed dials:

You are allocated 20 spaces in which to store your own speed dial numbers (100-119)

- Pick up handset
- Dial #66
- Enter a Speed dial location (Range from 100-119)
- Dial 9 for an outside line
- Enter the telephone number
- Press # to save
- Replace handset

### Accessing your speed dials:

Pick up handset, press the \* key, enter speed dial location number.


### Setting up and using your voicemail:

Notes the following before you start

- You will be required to record your name
- You will be required to record a personal greeting (For example "Thank you for calling. I'm sorry I'm not available to take your call at present. Please leave your name, telephone number and brief message after the tone and I will return your call as soon as possible")
- You will be asked to enter a new security code (Note: If you forget this code the only way to reset this is for an engineer to visit site and is liable to charge. We recommend you use 123#)

### Accessing your mailbox:

- Dial the voicemail extension number 555
- When you hear "Please enter you security code", dial your extension number and 997#, for example if your extension number is 2056 then the security code you need to enter is 2056997#
- If this is the first time you are accessing your mailbox, you must complete the tutorial before accessing any messages. Follow all the instructions given by the voicemail


If you have any new messages then the LED to the side of the envelope button  will flash and the light at the top of the phone will be red, just press the envelope button and enter your new security code or by dialling 555 and entering your security code.




## Programming Flexible buttons

Down the right hand side of the phone are the flexible buttons which can be programmed as one touch buttons, there are two types Internal (DSS) and External (FLEX DIAL).

### To program one of the flexible buttons to dial an internal number:

- Press #9876 (display will show USER PROGRAMMING MODE)
- Press the HOLD  (red button) key (display will show KEY ASSIGN MODE)
- Then select the Flexible Button you wish to program (display will show if the button has been programmed before (610 DSS or 570 FLEX DIAL) or if the button has not (000 NOT PRGD)
- Then press 610 (display will show ENTER STATION NUMBER)
- Enter the extension you would like the button to ring (display will show the number)
- Then press the flexible button key again (display will show DATA PROGRAMMED)
- Lift and replace the handset to exit programming mode

### To program one of the flexible buttons to dial an external number:

- Press #9876 (display will show USER PROGRAMMING MODE)
- Press the HOLD  (red button) key (display will show KEY ASSIGN MODE)
- Then select the Flexible Button you wish to program (display will show if the button has been programmed before (610 DSS or 570 FLEX DIAL) or if the button has not (000 NOT PRGD)
- Then press 570 (display will show 570 FLEX DIAL)
- Then press the Flexible Button again (display will show DATA PROGRAMMED)
- Then press the Flexible Button (display will show ONE TOUCH KEY")
- Then enter the telephone number that you would like this Flexible Button key to dial, remember to include 9 at the start for an outside line
- Then press the Flexible Button again (display will show DATA PROGRAMMED)
- Lift and replace the handset to exit programming mode



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