

Transferring calls



Transferring to an Extension on the PBX

- Press Transfer Key
- Dial Extension Number
- Replace handset or Announce call and Replace handset

OR



- Press DSS key of desired party
- Replace handset or Announce call and Replace handset

OR



Transferring to an Outside Number

- Press Transfer Key
- Dial "9" + Phone Number
- Wait for answer, Announce call and Replace handset

Holding calls



To place a call on hold press the HOLD button. This allows you to make another call or fetch that file you need.

Retrieving calls



Press the line/intercom button that is flashing green on your handset.



If your line buttons **are numbered**, you can retrieve a held call at another handset by pressing the same numbered line key flashing red. Once the key is pressed the call will be retrieved.

Note that if line keys are not numbered on your handset this feature isn't available.

Please refer to Call Park for alternate holding/transferring feature

Call Pick Up

Answering a Call from another Telephone (**Call Lift**)

You can answer an incoming call that is ringing at another extension or group from your phone without leaving your desk.

The following types of Lift are available:

Group Call Lift: Picks up a call within your group.

Directed Call Lift: Picks up a specified extension's call.

Answering a call by using Keys:



A call ringing at another phone may present on your phone as a flashing key on your phone. Either a flashing Line Key, or a Flashing DSS key assigned as the extension that is ringing. To answer the call, press the flashing key

Answering via Group Lift:

- Lift Handset
- Dial “*40 + Group No”, ie: *40601

Answering via Directed Call Lift

- Lift Handset
- Dial “*41 + Extension No”, ie: *41201

Conference Calls

Conference Calls

A user can establish a conference call to an existing two party conversation. This PBX supports three-party through eight-party conference calls. Conferences with more than four parties are only possible when a user originates the conference.

Unattended Conference:

- The conference originator can leave the conference and allow other parties to continue.
- Unattended Conference allows the originator to return to the conference. Unattended Conferences can only be established by users.

To make a conference call

1. Dial the first party, either internal or external. After answer press the conference key which automatically holds the call



2. Dial the extension number or "9" for an outside line followed by the second party's telephone number.



3. After answer press the conference button again to bring this person into the conference call.
4. Repeat this procedure until you have the designated number of parties in the conference.
5. All parties can now talk simultaneously.

Warning if you entered the conference and exited again it would terminate the call for all parties.

Note: – Maximum of 8 people on digital handset

– Maximum of 2 other people making a 3 party call on analogue handsets.

Dial first party Press conference Dial “9” for another line.
wait for answer. button. Or dial Ext. No.

Press conference Press conference key Dial 2nd party’s key to exit to bring 2nd party into
wait for answer. call or to call 3rd conference. Repeat party etc. procedures for other parties.

One Touch keys

One Touch Keys

A user can access a person or feature by pressing a single button. This is activated by storing the number (e.g., extension number, telephone number, or feature number) in a One-touch Dialling button.



BUTTON PROGRAMING – ONE TOUCH DIALLING

As an alternative of using your Personal Directory space you can assign spare DSS buttons to frequently used numbers.

- Phone on idle, press PROGRAM button
- Press a spare DSS button
- Dial '2' then '0' then your desired phone number (max. 32 digits)
- Press ENTER or AUTODIAL/STORE button
- Confirmation tone
- Press EXIT



BUTTON PROGRAMING – EXTENSION

Create extension button at your phone which has not been assigned. Also use the same procedure to change existing extensions.

- Press PROGRAM
- Press spare DSS button
- Dial '1' followed by the extension number
- Press ENTER or AUTODIAL/STORE button
- Confirmation tone
- Press EXIT

Call Forward

Call Forward

Call forwarding is a valuable feature. Calls will forward to programmable destinations in different methods internally or to external destinations.

All Calls:

All calls are forwarded. Pre-set extensions may also forward from their own receiving group.

Busy:

All calls are forwarded when your extension is busy.

No Answer:

All calls are forwarded when you do not answer the call in a specified time period.

Busy/No Answer (BSY/NA):

All calls are forwarded when you do not answer in a specified time period or when your extension is busy.

Call forwarding

Forward All Calls Immediately

- Dial *7102 + EXT + #
- Or
- Dial *7102 + “9” + external number + #

Forward All Calls on Busy and No Answer

- Dial *7105 + EXT + #
- Or
- Dial *7105 + “9” + external number + #

Forward All Calls on Busy Only

- Dial *7103 + EXT + #
- Or
- Dial *7103 + “9” + external number + #

Forward All Calls on No Answer only

- Dial *7104 + EXT + #
- Or
- Dial *7104 + “9” + external number + #

Cancel Call Forwards



Dial *7100 (Star7100)



Pressing the FWD/DND button (fixed button) while in idle status will cycle the setting between FWD – DND – OFF

Call Forward Main Incoming Lines

Call Forward – Main Incoming Group

Incoming calls on Main Number are usually treated differently to other numbers. As such normal Handset call forwards do not work.

If you wish to forward an Incoming Ring group to another number, use the following:

To Set Forward

- Lift Handset
- Dial * 7141
- Dial “Group Number”, (default Main Incoming Group is usually 603)
- Dial “9” + desired phone number
- Dial #
- Receive Confirmation Tone
- Replace handset.

To Cancel Call Forward.

- Lift Handset
- Dial * 7140
- Dial “Group Number”, (default Main Incoming Group is usually 603)
- Dial #
- Receive Confirmation Tone
- Replace handset

Opening & setup of Mailbox for first time

Note! : Please read through all the instructions below before doing any of the steps.

- Dial 500 (or the “**Message**” button)
- Press 0000 or 1234 (this is the default password) and then #
- The system will then say: "You have zero new messages"
- Depending on your system, Press 4 (NS700) **OR** Press 3 (TVM50) for "**Mailbox Management**"
- You must now **change your password**

Security Alert! DO NOT use 1234, 8888, 1111 or anything else that’s easy!

***please see page 142 Of User_Manual_Full ***

- Press 2, then 1 and enter your new password xxxx (4 digits) and #
- Press 2 to accept or follow the prompts to change again

Note: The next step requires you to record your name for the company directory. Your personal greeting will be recorded at Step 11

- Press 3 to change “**Owner’s Name**”
- State your name after the tone and immediately press 1 to end recording
- Follow the prompts if necessary
- Press 2 to accept

Note: The following steps will allow you to record your personal greeting

- Press 1 to record your personal greeting
- Press 1 again to record your “**No Answer Greeting**”
- Record your greeting at the tone and press 1 to end recording
- Follow the prompts as necessary: 1 to review | 3 to re-record | 2 to accept

Note: DO NOT miss step 14 or you will lose personal greeting recording!