<table>
<thead>
<tr>
<th>Feature</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>To call another extension</td>
<td>2</td>
</tr>
<tr>
<td>To call the operator</td>
<td>2</td>
</tr>
<tr>
<td>To make an external call</td>
<td>2</td>
</tr>
<tr>
<td>Common abbreviated dialling</td>
<td>2</td>
</tr>
<tr>
<td>Last number redial</td>
<td>2</td>
</tr>
<tr>
<td>To transfer a call</td>
<td>2</td>
</tr>
<tr>
<td>Enquiry calls</td>
<td>2</td>
</tr>
<tr>
<td>Group call pick-up</td>
<td>3</td>
</tr>
<tr>
<td>Individual call pick-up</td>
<td>3</td>
</tr>
<tr>
<td>Internal automatic callback</td>
<td>3</td>
</tr>
<tr>
<td>Conference facilities</td>
<td>3</td>
</tr>
<tr>
<td>Individual abbreviated dialling</td>
<td>4</td>
</tr>
<tr>
<td>Follow me</td>
<td>4/5</td>
</tr>
<tr>
<td>Direct diversion</td>
<td>5</td>
</tr>
<tr>
<td>Diversion</td>
<td>5</td>
</tr>
</tbody>
</table>
To Make A Call
Lift handset
You will hear the dialling tone
Key extension number

To Call the Operator
Lift handset
You will hear the dialling tone
Key ‘0’

To make an external call
Lift handset
You will hear the dialling tone
Key 9
You will hear the dialling tone
Key external number

Common abbreviated dialling
Lift handset
You will hear the dialling tone
Key abbreviated number

External Call Last number redial
Lift handset
You will hear the dialling tone
Key ***

To initiate a transfer to another extension or operator
Press Recall (Inquiry button for digital handsets)
You will hear the dialling tone
Key extension number or ‘0’
Announce caller
Replace handset (Press Transfer for digital handsets)
If you are unable to transfer the call
Key 2
You will be re-connected to the caller on hold

Group call pick-up
Pre-programmed members of a group can pick up a call on a ringing extension without knowing the number. (Must be programmed by the telephone office)
To pick up a call
Lift handset
Key * 8 #
You are now connected to the caller. - When the call is complete
Replace handset

Internal automatic callback
If the extension called is engaged you can request the system to call you back when the extension is free.
To initiate
Key 6
You will hear the verification tone
Replace the handset
If the extension called does not reply, you can request the system to call you back when the person returns and uses the telephone. (A faster than normal ring signal identifies a callback. You will be connected automatically when you lift the handset). The callback instruction will be cancelled if you are not called back within 2 hours or if you do not answer the callback within 16 seconds
To initiate
Key 6
You will hear the verification tone
Replace the handset

To cancel all call backs
Key # 37 #
Replace the handset

To cancel a single call back request
Lift Handset
Key #37* Extension number followed by #
Replace handset

Conference facilities
Up to 8 parties may participate in a telephone conference. A maximum of 5 calls to external numbers can be connected to a conference. (Note only 1 incoming call can be connected to a conference, but it is feasible to use the following procedure to connect to other external conferees)
To initiate
Call the first conferee – ask them to wait
Press the recall or inquiry key to obtain dial tone (called person placed on hold)
Dial the next conferee then Press 3. This will connect all 3 persons together.
To add further conferees repeat the procedure (up to the maximum allowed).
Individual Abbreviated Dialling

Telephone instruments with * and # keys can be programmed to automatically dial up to 10 telephone numbers using keys 0 – 9

Programming

Lift handset

Key * 51 *

Key one button (0 – 9)

Key *

Key external (including any access code) or internal number

Key #

You will hear verification tone. If the procedure fails contact the telephone office.

To initiate a call

Lift handset

Key ** followed by the abbreviated number (0 – 9)

Wait for connection

To cancel one Individual Abbreviated number

Lift handset

Key # 51 * Key abbreviated number, i.e. (0 – 9) Key #

You will hear verification tone

Replace handset

To cancel all Individual Abbreviated numbers

Lift handset

Key # 51 #

You will hear verification tone

Follow me

If you do not have a pre-determined diversion position or you wish to divert your calls elsewhere, you can use the ‘follow me’ facility.

To initiate

Lift handset

Key * 2 * then extension number of person you want to divert to

Key #

You will hear an interrupted dialling tone

Replace handset

To cancel

Lift handset Key # 2 #

You will hear a normal dialling tone

Replace handset

To redirect from answering position

Lift handset Key * 2 * own extension number then * new answering extension number Key #
To cancel from answering position

Lift handset

Key # 2 * then own extension number then #

Direct (System) Diversion

All types of diversion are to common or individual answering positions. (Your telephone extension must be pre-programmed for this)

To initiate

Lift handset

You will hear the dialling tone

Key * 2 #

You will hear an interrupted dialling tone

Replace handset

To cancel the facility

Lift handset

You will hear an interrupted dialling tone

Key # 2 #

You will hear a normal dialling tone

Replace handset