



## Telephone Training Notes

### DXE Telephone System Handsets

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## Telephone Training Notes – DXE Telephone System Handsets

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### Ringling Tones

- Internal Call – Long ring, short pause, long ring
- External Call – BT ringing cadence (as home phone)
- Transferred External Call, No Announcement – Repetitive shrill ring
- Spk 820 – Allows a choice of ring tones e.g., Key 1 followed by 1, 2 or 3 will select the pitch of your internal calls. (2 will select the pitch of the external calls)
- Volume – To adjust the volume of the ringer press the VOL keys whilst the phone is ringing

### To Answer an Incoming Call and Transferring

- Pick up receiver to answer
- CL1 light will be flashing
- Put call on hold (orange hold key)
- Dial required extension number
- Announce caller
- Press TRFR key
- Replace handset

### If the Extension Doesn't Want the Call

- Press flashing CL1 key to retrieve the caller
- Advise caller
- Replace handset to end call

### If Caller Wants to Leave a Message on VM (Where applicable)

- Put caller on hold (orange hold key)
- Dial required extension number
- Press Call Voicemail key
- Press TRFR key
- Replace handset

### DDI – Direct Dialing In (Where applicable)

- Your extension number is normally the end of your DDI number. E.g. if your extension is 4208 your DDI would be something along the lines of 01256 694208.

### To Make an External Call

- Dial 9 to get an outside line
- Dial number

### Hands Free Working

- Pressing the SPK key is the same as picking up the handset i.e, you are off hook and busy on the phone. Press the SPK key again to hang up
- All phones with a display are full hands free i.e., you can talk to the phone and listen through the speaker
- You can toggle between hands free and handset without losing your call
- You can also use the MIC key to mute whilst talking hands free (when MIC light is on, caller cannot hear you)

### Abbreviated Dialing

The system has 3 digit abbreviated dialing codes, which can be programmed with external numbers for your customers/clients.

The short codes start at 000 (capacity is dependant on type of telephone system)

### Accessing the Short Codes

- Press DC key followed by short code
- Press SPK key or pick up handset

### Searching for a Number by Name

**On small display handsets:-**

- Press any one of the 4 soft keys
- Press the DIR soft key
- Press the ABBC soft key
- Type the first couple of letters using the dial pad (e.g, press key 5 three times for L)
- Use the volume keys to scroll through the list
- Press the SPK key or pick up handset when correct number is displayed

**On large display handsets:-**

- Press the directory, one touch key
- Press ABB : COMMON key
- Type first couple of letters using the dial pad (eg, press key 5 three times for L)
- Press the volume up key
- Press the one touch key that corresponds to the person you want to call (automatically puts you on hands free, you can then pick up the handset if you wish)

## Programming One touch Keys

### On small display handsets

- Press SPK key
- Dial 855
- Press one touch key that you want to program
- Enter 9 & number that you want to store
- Press SPK

### On large display handsets

- Menu
- PGM/Save
- One Touch
- Press one touch key that you want to program
- Enter 9 & number that you want to store
- Press Save
- Select appropriate letter to give a name to the number
- Press check after each letter
- Press save to end

## Programming Function Keys as Internal Extensions

- Press SPK key and dial 851
- Press function key that you want to program and enter command 1058
- Enter extension number
- Move onto another function key or press SPK to exit programming

Note: A function key may need to be cleared of previous information prior to being re-programmed. To clear a previously stored number:

- Press SPK and dial 851
- Press function key to be cleared, enter 0000, press SPK key.
- Contents of a function key can be found by pressing Check Key + desired function key – if empty the display will show 'Not Defined'

## Call Forward

To forward all your calls to another extension number

- Press the Call Forward key
- Dial 1 followed by extension number that you want the calls forwarded to
- Your call forward key will flash (slow flash) together with the recipients call forward key (fast flash)
- To cancel, press call forward key, then dial 0

### Last Number Redial (LND)

- Press the LND key to toggle through the last 10 numbers dialed from that extension (internal or external)
- Press the speak key when desired number is displayed

### Repeat Re-dial

- During engaged tone on an external call
- Press DC and then LND
- Replace handset and await ringing
- Attempts will be made to redial every minute
- To cancel, press DC, LND with the handset down

### Over-ride a Busy Extension

#### When dialing an extension that is busy

- Dial 809
- This will ring the second line (CL2) and the recipient can choose to select your interruption

### Call Back / Camp On

- Dial busy extension
- Press Call Back key
- Replace handset
- Await ring back which will occur when both extensions are free

### Call Pickup

- Phone ringing in your group
- Lift handset and press \*
- To pick up a specific ringing extension dial 715 and then the extension number
- Press # for global pickup (picks up the longest ringing extension)

### Voice Call to an Internal Extension

- Dial extension number
- Dial 1
- You will hear 2 beeps and then that extension has been put on hands free

### Trunk to Trunk Transfer

If an external caller needs to be transferred to another site or mobile

- Put call on hold
- Dial 9 followed by the external number
- Announce call
- Press TRFR
- Replace handset

### Conference Call

Four party working, three of which can be external parties

To set up a conference

- Press Conf key to put caller on hold
- Dial internal extension /9 followed by external number, announce your intention
- Repeat above 2 steps for each incoming party
- Press Conf twice to bring all parties into the conference

### Park Hold

To place a call on hold so another extension can pick up the call

- Pick a park hold key with no light on and press it
- It will now flash green (red to every other extension on the system)
- Press the flashing key to take the call

**Note:** Only press flashing key if someone has informed you the call is for you

### To Broker Calls

- Put the first call on hold
- Press CL2 dial 9 and dial external number
- You can now broker calls between 1<sup>st</sup> call on CL1 and 2<sup>nd</sup> call on CL2 without the need to use the hold key

### Alarm Calls

- Press Spk key, then dial 827
- Select 1 for the one off alarm call
- Select 2 for an everyday alarm call
- Dial time in 24 hour mode
- To cancel 827, select 1 or 2 followed by 9999

### Do Not disturb (DND)

- Press DND
- Press 1 for DDI external calls
- Press 2 for internal calls
- Press 3 for all calls
- Press 0 to cancel

### Soft Keys (Where Applicable)

The soft keys are the 4 keys below the display (on a small display handset). They are used for searching, by name, for numbers that are programmed onto your telephone system.

- Press any one of the sort keys
- Press the soft key below Dir (Directory)
- Press either ABBC (for external numbers) or EXT (for extension numbers)
- Use the dial pad at the bottom to enter the first couple of letters for the person or company that you want to call (eg, press 5 twice for the letter K)
- Use the up and down arrows on the soft keys to search for the number
- Press the dial soft key to call the number that is displayed on the screen

This directory can be accessed on the large display handsets by pressing the directory key (bottom left hand corner of the display)

### FLSH Key

This key is usually used in conjunction with a door entry phone. (It is pressed when you want to let someone through the door). However, it can also be used as a release key.

### Changing the Name on your Phone

If you want to change the name on your phone you need to complete the following:

- Press the CL1 key and dial 800
- Enter extension number of phone you want to change
- Type in the name using the one touch keys (see table below)
- Press check after each letter (press the DND key if you want to toggle between upper and lower case)
- Press hold once finished to save the new name
- Press SPK key to end

### Using one-touch keys to enter the name:

Key Number	Function
1	Aa, Bb, Cc, Dd
2	Ee, Ff, Gg, Hh
3	Ii, Jj, Kk, Ll
4	Mm, Nn, Oo, Pp
5	Qq, Rr, Ss, Tt
6	Uu, Vv, Ww, Xx, Yy, Zz
7	-
8	Space