



# **INDeX 10.0**

## **20AT Telephone User's Guide**

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# Introduction

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## Using this Guide

This guide covers the INDeX 20AT telephone when used on an INDeX telephone system with **Software Release 10.0**. The 20AT is an analogue telephone for use on standard telephone lines and on PBX analogue extensions of the INDeX System.



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## Further Help

In all instances, first seek help from your System Manager. They will seek further assistance from your system's Maintainer if necessary.

System Manager on extension: .....

This guide is also available from our Internet site

<http://support.avaya.com>

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## Connecting the 20AT

The 20AT can be connected to most analogue telephone sockets. If connected to a socket on a private telephone system check with your System Manager that the socket is suitable for analogue phones.

- Connect the handset lead to the socket marked **H/SET** on the base of the 20AT.
- Connect the phone lead from wall socket to the socket marked **LINE** on the base of the 20AT.

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## MF & Time Break Recall operation

The 20AT uses MF signalling and TB recall signalling only. Contact your telephone line provider if unsure of the type of signalling you should be using.

During a call, phones can use a recall signal to indicate to the exchange that they are about to send more digits.

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## REN Values

To ring properly when a call arrives all phones draw a small current from the telephone line. All telephone devices have a REN value, a measure of how many 'current units' they need to ring properly.

Most telephone lines can provide ringing current for a total REN of 4. If the total REN of all the devices on the line exceeds that value, then some of the devices may not ring when calls arrive.

If it is necessary to connect more devices to a line than it can support, equipment exists that can increase the total REN provided by the line. Contact your line provider for details.

- The 20AT has a REN of 1. It can share the same telephone line as other telephone devices so long as the total REN does not exceed that of the line (usually 4). INDeX standard telephone sockets provide a REN of 2.
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## 20AT Approvals

The apparatus is approved for connection to the PSTN or suitable PBX supporting DTMF signalling.

The 20AT has been approved for use of the following facilities:

- DTMF signalling.
- Mute.
- Dual level receive volume control.

Any other usage will invalidate the approval of the apparatus if as a result it then ceases to comply with the standards against which the approval was granted.

This apparatus is capable of 999/112 calls to the emergency services.

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# 20AT Features

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## Redial Last Number

Pressing the **REDIAL** key dials out the number of the last manually dialed call.

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## Changing the Caller Volume

During a call, pressing the **VOLUME** changes the caller volume between normal and loud.

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## Message Waiting Lamp

The 20AT has a voice message waiting lamp. On systems that support message waiting, the lamp will indicate when a message has been left. The method for answering the message and clearing the lamp will vary according to the system that left the message.

For the INDeX system:

**To answer a message waiting lamp:**

1. Lift the handset and dial **\*1**. The system rings the extension that left the message.

**To cancel a message waiting lamp:**

1. Lift the handset and dial **\*2**. Replace the handset.
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## The Memory Key

The 20AT's **MEMORY** key can store a single number for quick dialling (ie. lift the handset and press **MEMORY**). The number can be up to 21 digits.

**Setting the memory number**

1. Lift the handset off-hook.
  2. Press **MUTE** and then **MEMORY**.
  3. Dial the number to store.
  4. Press **MUTE** again and replace the handset.
- 

## Recall

Some telephone systems require a recall signal to initiate special functions (refer to your System Administrator for details). Press **RECALL** to send this signal.

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## Mute

During a call, press **MUTE** to stop the caller from hearing you without ending the call. Press **MUTE** again to reconnect the caller.

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## Changing the Ringer

You can alter the volume and ring of the 20AT's ringer.

1. Lift the handset off-hook.
  2. Press **MUTE** and then **#**.
  3. Press a key between **0** and **9**.
    - 1: Quiet tone ring.
    - 2: Tone ring.
    - 3: Loud tone ring.
    - 4: Quiet normal ring.
    - 5: Normal ring.
    - 6: Loud normal ring (*the default setting*).
    - 7: Quiet rapid ring.
    - 8: Rapid ring.
    - 9: Loud rapid ring.
    - 0: No Ring (*this setting is temporary until the 20AT is next used, then it returns to its previous setting*).
  4. Press **MUTE** again and replace the handset.
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## Stored Numbers

The 20AT can store 10 numbers for rapid dialling. Each number can be up to 21 digits in length. (Also see page 11 for Storing Personal Speed Dials numbers on the INDeX system.)

### Dialling a stored number

1. Lift the handset off-hook.
2. Press **STORE** and then the associated store number of the number to dial (**0** to **9**).

### Setting a stored number

1. Lift the handset off-hook.
2. Press **MUTE** and then **STORE**.
3. Select the store number to use (0 to 9).
4. Dial the number to be stored.  
(Prefix 9 for external users).
5. Press **MUTE** again and replace the handset.

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# INDeX Features

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## Introduction

When used on an INDeX telephone system, the 20AT has access to a wide range of system features. This section of the guide covers those features. The 20AT telephone should only be used in the phone sockets indicated by your System Manager. It will not work in the sockets used by INDeX 20DS, 20CC, 2010 and 2030/50/60 phones (and vice versa).

- **Network Features**

Your phone system may be part of a network linking several sites. Wherever possible, it treats network calls as internal calls and offers the same features. However, this depends on the type of network link and also the type of system at the other end of the link (ie. some links may be to non-INDeX telephone systems).

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## Dialling Timeout

After you start dialling, if you do not dial another digit for several seconds the system assumes that you have finished dialling. The system then ignores any further digits that you dial. By default the timeout is 5 seconds, although this varies between sites. Since it is your phone that generates the audible dialling tones, the system's dialling timeout does not affect calls connected through the system to services that need to hear additional MF tones (e.g. Voice mail systems, BT star services, etc).

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## Phone Passcode

The requirement to enter your passcode for many of the phone's functions, indicated by a double-tone, can be switched off by the System Manager. If this is the case then for non-voice mail functions you can ignore instructions to enter your passcode.

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## Call Waiting

If, whilst you are engaged on a call, another extension rings your number, you are notified by a single tone burst that is repeated every 30 seconds. Only you will hear this tone burst. You can **Hold** the existing call and answer the waiting call, see page 17 for details.

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## Telephone Tones & Ringing

The INDeX 20AT uses various tones and ringing to indicate calls and other events.

### Incoming Calls:

- **Repeated Double Ring:** External call.
- **Repeated Single Ring:** Internal call.

### During Calls:

- **Repeated Single Pip:** Another extension is about to intrude or has intruded on your call.

### Outgoing Calls:

- **Continuous Tone:** Number called is unobtainable or set to no calls.  
Phone locked, no external calls (or phone is barred).
- **Repeated Tone:** Busy number.
- **Dial Tone:** Dial number.
- **Repeated Single Pip:** Phone on divert or no calls.

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## Night Service

The system can take different areas into and out of night service automatically. It does this following timetables setup by the System Manager. The effects of night service vary, but typically they are as follows:

- **Lines:** The system directs calls to a night desk number or answer phone extension.
- **Phones:** The type of calls you can make becomes more restricted, eg. no international or long distance calls.

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# Making Calls

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## Notes on Making Calls

Your phone allows very simple and quick dialling to make calls. To simplify dialling further, the INDeX system can store several hundred speed dials for use by any extension. It can also store personal speed dials for your own frequently needed numbers.

- **Call Barring**

On external calls, the INDeX system may bar you from dialling particular numbers or types of numbers (e.g. national, international). Typically, call barring increases when the system puts the phone's area into night service. Call barring can also change according to time, date and day of the week. As the call barring settings vary for each site, this guide cannot fully detail their effect.

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## Making External Calls

The method below uses normal dialling to make external calls. The system may apply call barring to some or all external numbers. You can also lock your phone by wrong passcode entry (see page 20).

**To dial an external call:**

1. Lift the handset and dial **9** (Your System Manager will inform you if you need to dial a different number).
2. If you hear a repeated single pip, the system requires a PIN code or account code before allowing an external call (see page 11).
3. Dial the telephone number.
4. During the call you can hold or transfer it (see page 16).
5. To end the call, replace the handset.

**To redial last external number used:**

1. Lift the handset and dial **# \***  to repeat the last external number used (including speed dials).

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## Making Internal Calls

**To dial an internal call:**

1. Lift the handset and dial the extension or group number.
2. If you hear continuous tone, to leave your number as a message, dial **1** (see page 13 for full details).
3. If you hear just ringing, either leave a message as above or to set a callback, dial **2** (see page 14 for full details).
4. If you hear busy tone, either leave a message or set a callback as above. Otherwise, to camp on and wait, dial **3** (see page 14 for full details). If your system has an integrated Voice Manager attached, you can record a voice message instead. The Voice Manager may also instruct you to dial another number to be automatically transferred to the Operator or another extension.
5. To end the call, replace the handset.

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## Making a Page Call

You can page any free INDeX 20 Series phone or turret or group of such phones. They hear the call without doing anything though you cannot hear them. If wanted, they can turn the page into a normal call. If the extension you page is diverting calls, the page also diverts (except group pages).

### To page an extension or group:

1. Lift the handset and dial \*7.
2. Dial the extension or group number.
3. If you hear busy or continuous tone, you can use the same options as for a normal internal call (see page 13).
4. Speak and then replace the handset.

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## Hotline Operation

Hotline operation allows the phone to automatically dial a number when left off-hook for a set period. Your System Manager or maintainer controls the settings for this feature.

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# Speed Dials

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## Using Speed Dials

The INDeX system can store telephone numbers as speed dials. You can then ring those numbers by dialling the number of the speed dial store.

- **System speed dials:** All extensions can use these, though call barring may still apply. Ask your System Manager for a list.
- **Personal speed dials:** You can store up to 10 speed dials for your own use (*see below*).

### To use a speed dial:

1. Lift the handset and dial #.
2. Dial the speed dial store number (00 to 09 for personal speed dials, 100 to 899 and 9000 to 9999 for system speed dials).
3. If the phone gives a repeated single-pip, it requires a PIN or account code before allowing the call.
4. Continue as for a normal external call (*see page 9*).

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## Storing Personal Speed Dials

If external, prefix **9** to the stored number, this is the normal number to seize an external line. Your System Manager will inform you if you have to add a different prefix number.

### To store a personal speed dial number:

1. Lift the handset and immediately dial **\*0**.
2. **Broken dial tone:** Dial the speed dial store to use (**00** to **09**).
3. **Loud pip:** Dial the your passcode (*see page 20*).  
You will then hear either:-
  - **Continuous tone:** Passcode wrong, replace handset.
  - **Three soft-tones:** Number already set, dial **\*** to cancel.
  - **Single soft tone:** No number set, dial a number and #. Then replace the handset to finish.

*Also see page 6 for storing telephone numbers on your 20AT.*

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# PIN & Account Codes

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## Forced Account Code Entry

A repeating single-pip when making an external call may indicate that you must dial an account code before continuing (check with your System Manager). If so, the system checks the code you dial against its list of codes before allowing the call. The system can store up to 400 12-digit codes. Ask your System Manager for a list of valid codes.

**To enter a forced account code:**

1. Dial an account code
2. If you make a mistake, dial \* and try again.
3. Then dial the external number required.

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## Forced PIN Code Entry

A repeating single-pip when making an external call may indicate that you must dial a PIN code before continuing (check with you System Manager). If so, the system checks the code you dial against its list of codes before allowing the call. The PIN code you use also sets your call barring and phone status for that call. The system stores up to 400 PIN codes of up to 6 digits. Ask your System Manager for a list of valid PIN codes.

**To enter a PIN code:**

1. Dial your PIN code
2. If you make a mistake, dial \* and try again.
3. After entering your PIN you will hear either:
  - **Continuous tone:** Code not recognised, end the call.
  - **Silence:** Code accepted, continue the call as normal.

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## Roaming PINS

You can use a PIN code and its associated phone & call barring settings to override the restriction on another normal phone. Note that when you do this, the system automatically forces the call to be external.

**To use a roaming PIN:**

1. Lift the handset and dial \*6.
2. **Repeated single pip:** Dial your PIN code. If you make a mistake, dial \* and dial the number again. You will hear either:
  - **Continuous tone:** Code not recognised, end the call.
  - **Silence:** Code accepted, continue the call as normal.

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# Busy or Unanswered

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## If Busy or Unanswered

Your phone provides several methods for contacting an extension that is busy, not answering or set to no calls. These options work for normal, page and diverted calls.

- **Leave a Message:**

Lights the lamp of the extension called. That extension also stores (and displays if a display phone) your number as a message to reply.

- **Callback:**

Rings your phone when the extension called becomes free or is next used.

- **Camp On:**

Flashes the lamp on the extension called to notify them that you are waiting. It also stops other calls interrupting you.

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## Leaving a Message

The system can store your extension number as a message for another extension to call you. If that extension has a message lamp, the system also lights the lamp (*supported on all INDeX 20 Series phones plus some standard telephones*). If your call was diverted, the message goes to the extension from which you were diverted.

**To leave a message:**

1. Dial 1.
2. The system ends your call (unless the extension called has already reached its limit of five stored messages).
3. Replace the handset.

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## Arrange a Callback

If the extension you called is busy or does not answer, you can set a callback. When that extension becomes free or is next used, your phone rings. When you answer, the other extension rings. After setting a callback you can make other calls, the callback will not take place if you are busy. You can only arrange one callback at a time.

The Ringer Timeout sets how long a callback rings at your extension before cancelling (see page 21). The system also cancels a callback that has not taken place after a period set by the System Manager (the default is 2 hours).

### **To arrange a Call Back:**

1. Dial **2**.
2. The system ends your call unless you already have a callback set.
3. Replace the handset.

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## Camp On and Wait

If the extension you call is busy, you can 'camp on' and wait. This flashes the lamp on the busy extension if it is an INDeX phone. If it is an INDeX display phone, the display shows your name and number. While camped on, you cannot make or receive any other calls.

### **To Camp On to a busy extension:**

1. Dial **3** and wait.  
**Do not** replace the handset as this ends the call and the camp on.

# Answering Calls

## Answering Normal Calls

The phone gives a repeated double ring for external calls, a repeated single ring for internal calls.

### To answer the call:

1. Lift the handset.
2. To end the call, replace the handset.

## Answer a Message

The system can store a callers number for you to make a return call (see page 13). Your 20AT has a message lamp which the system will light when a caller leaves such a message.

If your system has a Voice Manager attached, this can also leave its number as a message when you have new voice mail waiting in your mailbox.

### To answer a message waiting lamp:

1. Lift the handset and dial \*1. The system rings the extension that left the message. For Voice Mailbox messages see page 23.

### To cancel a message waiting lamp:

1. Lift the handset and dial \*2. Replace the handset.

## Answering Other Extensions - Call Pickup

You can pickup an incoming external call to any other extension. In addition your phone can store a pickup group number (see below). You can then pick up incoming external calls ringing any phone in that group.

### To pick up any ringing phone:

1. Lift the handset and dial the extension number followed by 9.
2. Continue the call as normal.

### To pick up any ringing phone in a group:

1. Lift the handset and press **RECALL#** to pickup the longest ringing call.
2. Continue the call as normal.

### To set the phone's pickup group:

1. Lift the handset and immediately dial \*0.
2. **Broken dial tone:** Dial 42 (pickup group).
3. **Loud pip:** Dial the your passcode (see page 20). You will hear either:-
  - **Continuous tone:** Passcode wrong. Replace the handset.
  - **Three soft-tones:** Pickup group set. Dial \* to cancel it.
  - **Single soft tone:** No pickup group set.  
Dial a group number and then dial #.
  - **Continuous tone:** Invalid number, replace the handset.
  - **Broken dial tone:** Number okay, replace the handset.

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# Transfer, Park & Hold Calls

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## Using Transfer, Park & Hold

After answering a call, you can hold it or transfer it. You can also make an enquiry call and then switch between calls. You can hold a call (where only you can retrieve it) or park the call (where other extensions can retrieve it). Remember that calls transferred to an extension with diverts set, follow those diverts just like normal calls.

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## Transferring Calls

You can transfer a call to an extension that is ringing or giving busy tone. If the call waits unanswered for too long it may recall to your extension.

### **To make an unannounced transfer:**

1. Dial **RECALL** to hold your current call. Do not replace the handset as this parks the call (*see page 17*).
2. Dial the extension to which you want to transfer the call.
3. Replace the handset (you can do this even if you hear ringing or busy tone).

### **To make an announced transfer:**

1. Dial **RECALL** to hold your current call. Do not replace the handset as this parks the call (*see page 17*).
2. Dial the extension to which you want to transfer the call.
3. If unanswered, dial **RECALL** to retrieve the held call.
4. If answered, ask if they wish to accept the transfer.
5. If okay to transfer the call, replace the handset.
6. If not okay to transfer the caller, dial **RECALL** to retrieve the held call.

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## Parking Calls

Any extension can retrieve a parked call by dialling the line number if known. You can park several calls. Calls parked and not retrieved, may recall your extension after a short time.

### To park an external call:

1. During the call, dial **RECALL** and replace the handset.

### To unpark calls parked at your extension:

1. Lift the handset and dial **\*9**.

### To unpark a call parked at another extension:

1. Lift the handset and dial the parked calls line number.

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## Holding Calls

Only the extension that holds a call can retrieve it unless they transfer the call. When you hold a call, the caller may hear music (if installed on your system). You can only hold one call at a time. You can transfer a call to an extension that is ringing or giving busy tone. If the call waits unanswered for too long, it may recall to your extension.

### To hold a call:

1. Dial **RECALL**.
2. If you now replace the handset, the system parks the call (*see previous page*).
3. Retrieve the call by dialling **RECALL** again or while holding the call, make another call (enquiry call) and either:
  - Switch between calls by dialling **RECALL**.
  - Transfer the held call by replacing the handset.

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# Diverting Calls

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## Using Diverts

Your phone can have diverts for different situations, i.e. when busy, not answering or to divert all calls. You can also select no calls (*which uses the Divert All number if set*).

- **Divert on busy:** Calls divert when your phone is on a call. When set, callers cannot set a callback or camp on to your phone.
- **Divert on no answer:** Calls divert after ringing your phone for a set period (see page 21).
- **Divert all:** All calls to your phone are diverted. Only the extension to which you divert calls can ring you.
- **No calls:** Switching no calls on stops **all** calls. Callers hear continuous tone or divert to the **Divert All** number if set.

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## Switching No Calls On/Off

If you switch on no calls after setting a divert all number, it diverts all callers and even the divert extension cannot call you. If you switch it on without setting a divert all number, all callers hear continuous tone.

Whilst on, you hear a repeated single pip if you lift the handset, but you can still make calls. Switching no calls on takes the phone out of group.

**Note:** Your System Manager can prevent use of the No Calls feature.

### To switch no calls on/off:

1. Lift the handset and immediately dial **\*0**.
2. **Broken dial tone:** Dial **60** (*no calls on*) or **61** (*no calls off*).
3. Replace the handset to finish.

## Setting Up a Divert

Before *Divert* can be switched on, you must set-up the type of *divert* you require and the number you wish to divert to.

When divert all is on, you hear broken dial tone when you lift the handset. You can still make calls. Switching *Divert all* on takes the phone out of group.

### To set-up a divert number:

1. Lift the handset and immediately dial \*0. You will hear:
2. **Broken dial tone:** Select required divert by:  
Dialling 10 (*divert all*),  
Dialling 11 (*divert on busy*) or  
Dialling 12 (*divert on no answer*). You will hear:
3. **Loud pip:** Dial the your passcode (*see page 20*).  
You will then hear either:-
  - **Continuous tone:** Passcode wrong, replace the handset.
  - **Three soft-tones:** Divert number already set.  
To clear the stored number, press \*.
  - **Single soft tone:** No divert number set.
4. To set a divert number, press \* and then dial the number followed by #. If you enter an external number (max. of 28 digits) remember to add the normal external call prefix. You will hear either:
  - **Continuous tone:** Invalid number.  
Replace the handset and start again.
  - **Broken dial tone:** Number entered accepted and *Divert* is switched on. Replace the handset.

## Switching a Divert On or Off

When divert all is on, you hear broken dial tone when you lift the handset. You can still make calls. Switching *Divert all* on takes the phone out of group.

### To switch divert ON:

1. Lift the handset and immediately dial \*\*0. You will hear the broken dial tone.

### To switch Divert OFF:

1. Lift the handset and immediately dial \*\*7. You will hear the normal dial tone.

# Other Features

## The Phone Passcode

If the phone gives a loud pip, it requires you to dial your passcode. The default passcode is 0000.

A wrong passcode entry of more than 5 attempts results in the phone becoming barred. Barred phones cannot access features requiring passcode entry. They can make external calls but only to special numbers, e.g. emergency numbers.

The requirement to enter the passcode for many phone functions can be switched off, see "Phone Passcode" on page 7.

### To change the your passcode:

1. Lift the handset and immediately dial **\*0**.
2. **Broken dial tone:** Dial **70**, (*passcode*) followed by **\***.
3. **Loud pip:** Dial the **your passcode**.

You will then hear either:-

- **Continuous tone:** Passcode wrong, replace the handset.
- **Single soft tone:** Dial the new passcode.
- **Broken dial tone:** Number okay  
Replace the handset to finish.

## Setting the Ringer Timeout

The ringer timeout controls several actions:

- **Callback:** How long a callback rings before cancelling.
- **Group hunting:** How long calls to a group of which you are a member, ring before trying another member.
- **Divert on no answer:** How long calls ring at your phone before the system uses Divert on No Answer (if set).

### To set the ringer timeout:

1. Lift the handset and immediately dial **\*0**.
2. **Broken dial tone:** Dial **13** (*ringer timeout*).
3. **Loud pip:** Dial the **your passcode** (*see page 20*).

You will then hear either:-

- **Continuous tone:** Passcode wrong. Replace handset.
- **Three soft-tones:** Timeout already set. Dial **\*** to cancel.
- **Single soft tone:** No timeout set. Dial a new timeout (0 to 999 seconds where 10 seconds ≈ 3 rings) and then dial **#**.
- **Broken dial tone:** Ringer timeout set.  
Replace the handset to finish.

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## Group

Your System Manager can include your phone in a group or in several groups, all of which you can join or leave simultaneously. When *in group*, you receive calls made to the group number, not your extension number. Going into group switches Divert All and No Calls off (see page 18). The group's type, again defined by your System Manager, sets the order in which its members ring when a call to the group arrives. The types are rotary, collective, sequential and longest waiting.

### To join/leave all of the groups of which you are a member:

1. Lift the handset and immediately dial **\*0**.
2. **Broken dial tone:** Dial **40** (*in group*) or **41** (*out of group*).
3. Replace the handset to finish.

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## Conference Calls

During a call, other extensions can add callers to create a conference call. They can setup conferences including up to 64 parties. In addition, your System Manager can set up dial-in conferences. Standard phones cannot start or add calls to a conference but can be invited to join in a conference or to dial in to a conference.

### To join a conference:

1. An caller may invite you to join a conference. If you agree, do not hang up but wait until you hear a short bleep to tell you that you are in conference.

### Joining a dial-in conference:

1. To join a dial-in conference call, dial the conference call number (obtained from your System Manager). You may be asked for a password.  
**Note:** External callers can join a dial-in conference by requesting the Operator to transfer them to the conference number.
2. As new members join the conference, you will hear two bleeps.

### To exit a conference:

1. Replace the handset. This does not affect any other callers involved in the conference.

---

## Personal Alarms

You can set a Personal Alarm for your phone. When it takes place, the phone will give a repeating triple ring for 20 seconds or until you lift and replace the handset.

### To set or alter an alarm:

1. Lift the handset and dial **\*8hhmm#** where *hhmm* is the time in 24-hour clock format.

### To clear an alarm before it occurs:

2. Lift the handset and dial **\*8\*#**.

---

# Voice Manager

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## Using Voice Manager

The system can include a Voice Manager to record messages for you in your own voice mailbox.

- **Voice Manager Functions:**

The INDeX supports a number of different Voice Managers and so the range of options available to you may differ.

**To switch voice mail on/off:**

1. To switch voice mail usage on, set the Voice Manager number as your phone's diverts (see page 18). Cancel the diverts to stop voice mail.

---

## Customising Your Mailbox

You can customise your mailbox in many ways. We strongly recommend that you set a passcode to keep your mailbox private.

**To customise your mailbox:**

1. Dial the Voice Manager extension number (\_\_\_\_\_).
2. When answered, dial # for the message desk.
3. Dial your ID. (\_\_\_\_) and your password if requested.
4. You should hear the normal voice manager greeting telling you what messages you have. Dial 7 and select one of the following.
  - **Temporary Greeting:** Dial 0.  
This replaces your permanent greeting until it is automatically deleted at a set time (\_\_:\_\_ am/pm).
  - **Record Name:** Dial 1.
  - **Set Password:** Dial 2.  
Do not set an obvious password such as 1234, 0000 or your ext. number.
  - **Day Alert Number:** Dial 3.  
During day service, the Voice Manager rings this number if you have new messages. This is not used if you set a message light number.
  - **Permanent Greeting:** Dial 4.  
The Voice Manager plays this to callers diverted to your mailbox.
  - **Other Options:** Dial ✳.

## Collecting Voice Messages

Check your mail regularly. The system deletes new and old messages after set periods. You can check your mailbox from an external phone. It must have touch tone (MF) dialling with \* and # keys.

After entering your mailbox the Voice Manager tells you how many messages you have.

### **To collect voice messages:**

1. Dial the Voice Manager extension number (\_\_\_\_\_).
2. When answered, dial # for the message desk.
3. Dial your ID. (\_\_\_\_\_) and your password if requested.
4. The Voice Manager will tell you what messages you have.
5. Use the options below to play/action your messages.

## Playing Messages

While playing messages, use the following controls.

### **To play messages:**

<b>To hear the next message:</b>	Dial 3.
<b>To hear the previous message:</b>	Dial 1.
<b>To rewind the message:</b>	Dial 4.
<b>To fast forward the message:</b>	Dials 6.
<b>To hear the message details (date &amp; time):</b>	Dial 5.
<b>To record a message in another mailbox:</b>	Dial 2.

## Actioning Messages

While playing a message, you can action it in several ways:

### **To action a message:**

Dial 0 and select one of the following:

<b>To delete the message:</b>	Dial #.
<b>To copy the message to another mailbox:</b>	Dial 0 .
<b>To redirect the message to another mailbox:</b>	Dial 1.
<b>To record a reply in the senders mailbox:</b>	Dial 2.
<b>To call the sender:</b>	Dial 3.
<b>To finish actioning the message:</b>	Dial *.

---

# Good Phone Usage

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## General Phone Usage

The phone provides a quick method of communication. However, think carefully about how you use the phone. Your manner is a key part of the company's and your image. Since the phone does not convey smiles, shrugs, nods, etc, how you speak is all important.

- Speak clearly and maintain a friendly manner.
- Be precise and avoid rambling.
- Position the phone within easy reach for use.
- Keep a pen and paper near the phone and use them.
- Keep a list of company and external numbers handy.
- If you have to talk to someone else in the office during a call, inform the caller and then use **HOLD** (see page 17).
- Avoid giving your operator unnecessary work, transfer callers yourself rather than via the operator.
- Keep your System Manager informed of changes in your department, so that they can keep your pickup groups, phone directories, etc. up to date.

---

## Answering Calls

- Answer the phone promptly and identify yourself.
- Sound helpful and friendly.
- Get the caller's name and use it.
- Do not be bad mannered to wrong numbers, always accept the apology. Transfer the call to the correct extension if you can.
- Listen to the caller and let them know you are listening.
- If taking a message, include your name, the callers name, date, time and subject.
- If cut-off, wait for the original caller to call back.

---

## Making Calls

- Know what you want to say, avoid rambling. If necessary prepare key point notes before the call.
- If you get a wrong number, always apologize, it is not the other person's fault.
- If cut-off, callback as soon as possible.
- If the extension diverts to Voice Mail, leave a message. Do not hold for the operator unless urgent.

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