



Magnet Voice  
Executive Handset User Guide

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Recommended Min OS for iOS App 4.3

Recommended Min OS for Android App - Android 4.0

Recommended Min OS for Windows PC softphone - Windows Vista

Recommended Min Browser Version for User Portal – Latest version of Chrome running JavaScript.

Also supported on latest version of IE and Firefox (with JavaScript).

Specifications subject to change without notice.

Facilities described may or may not be supported by your network.

Additional User guides, Set-up instructions and Training videos

<https://www.magnet.ie/business/support/>

Note: Specifications are subject to change without notice.

Visit <https://www.magnet.ie/business/services/magnet-voice/>

Magnet Voice Support: 1800 819 888 Email: [support@magnetbusiness.ie](mailto:support@magnetbusiness.ie)

## 4.1 Magnet Executive Handset overview

The Magnet Executive Handset Key Set is a full hands free display telephone, designed specifically for use with Magnet Voice.

The Executive system phone is available as a two-wire digital set or as an IP terminal. The user interface and functionality is similar in both configurations.

This phone, which can be either desk or wall mounted, supports headset operation allowing an increased degree of freedom for more intensive users of the system.

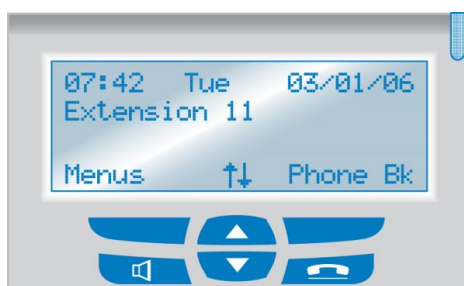


The Executive D3 telephone has a 4 line 20-character, backlit display and associated navigation keys which guide the user through the use and programming of the system and of the phone.

### 4.1.1 Display

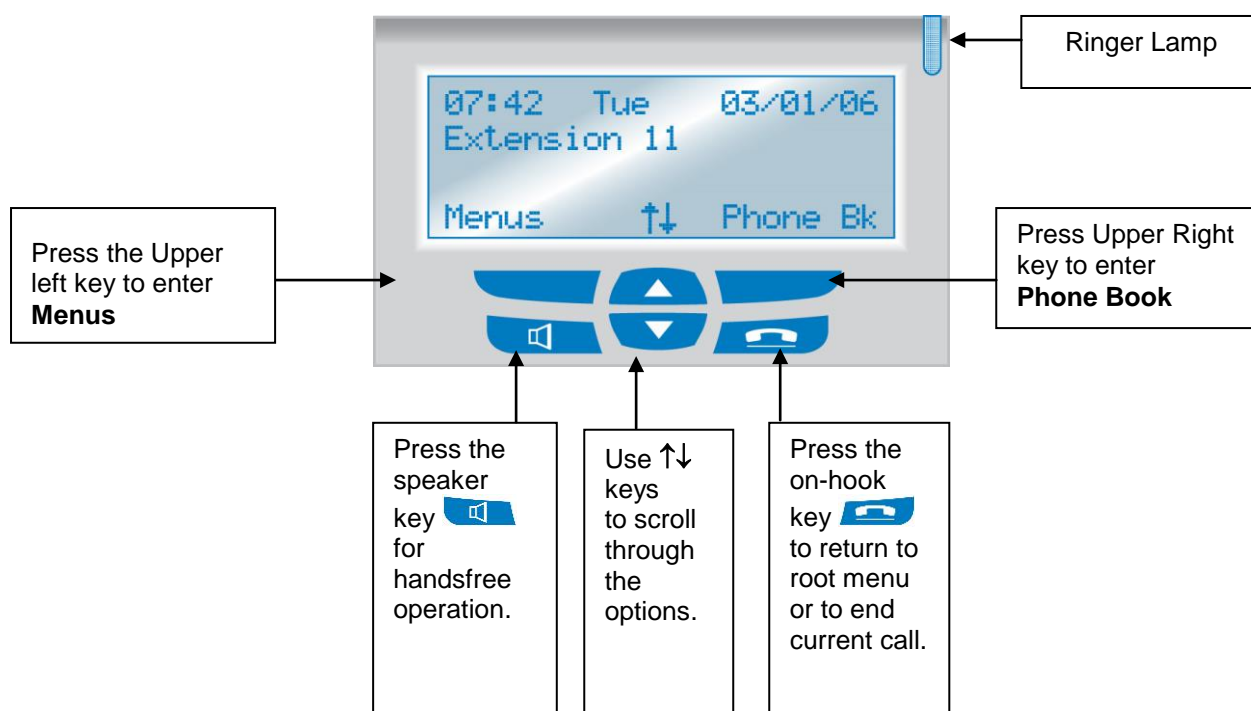
Display prompts provide assistance to the user when operating or programming the telephone and the system.

When the system phone is idle, the display shows the time, day and date on the top line, the extension number on the second line and the function of the context sensitive navigation keys on the fourth. The third line (normally blank) is used to display additional information.



### 4.1.2 Navigation Keys

The Executive System Phone D3 allows call control and programming operations to be performed quickly and intuitively using the phone display and the context sensitive navigation keys.



### 4.1.3 Function Keys







The system phone has 16 programmable function keys, 6 fixed function keys, 4 context sensitive display-associated keys, a green speaker (off hook) key and a red on-hook or return to root key. The user can program the 16 programmable function keys with speed dials or other functions. The 6 fixed function keys cannot be altered.

#### Programmable Function Keys

The factory settings of these keys are set as 6 LINE KEYS, 6 EXTENSION KEYS, 2 SPEED-DIAL KEYS, CONFERENCE and PICK-UP.

#### Fixed Function Keys

These keys provide single touch access to the most commonly used features of the system:


-  MESSAGE for voice mails and missed calls
-  MUTE disconnects microphone for secret consultation
-  REDIAL for any of the last 10 numbers
-  PARK a call for pick-up elsewhere
-  DIVERT to forward calls
-  HOLD to allow enquiry and transfer

#### 4.1.4 Dual Colour Lamps (LEDs)

Each function key has a red and a green lamp. Green is associated with this phone. Red is associated with other users of the system. Fast flashing denotes ringing, slow flashing is for a held or parked call and continuously 'on' means an active call.

## 4.2 Magnet Executive Handset in use


By simply using the context sensitive navigation keys and following the prompts shown on the display, the user can access most of the features of the Executive system phone. This section of the guide however provides more detailed instructions on how to operate the Executive system phone.

Throughout this and the following sections, the function of the left and right navigation keys will be shown in brackets, e.g. <Menus>. The fixed function keys will be shown in bold, e.g. **SPEAKER** .

**Note:** At installation, extension 11 is set as the default operator enabled phone.

### 4.2.1 Answering a Call


Incoming calls to the Executive system phone are indicated in several ways -

- The Phone rings and the ringer lamp flashes
- The LED flashes on a **Line** or **Extension** key
- The LED alongside the **SPEAKER**  key flashes
- The calling party is shown on the first line of the display

```

E x t n   1 1
C a l l i n g
O p t i o n s   ↑ ↓   A n s w e r


```

**Internal Call:** The call can be answered by pressing the <Answer> or **SPEAKER**  keys or by lifting the handset.

```

L i n e   1
C a l l i n g
O p t i o n s   ↑ ↓   A n s w e r

```

**External Call:** The call can be answered by pressing the <Answer> or **SPEAKER**  keys or by lifting the handset.

## 4.2.2 Making a Call

The Executive system phone allows the user to make an internal or external call in a number of different ways.

### Internal Calls

- Making an internal call using Off-hook dialling
- Making an internal call using On-hook dialling
- Making an internal call using an Extension key
- Making an internal call using the Phone Book

### External Calls

- Making an external call using Off-hook dialling
- Making an external call using On-hook dialling
- Making an external call using a Line key
- Making an external call using a Speed dial key
- Making an external call using the Phone Book
- Making an external call using the Redial Navigation Key
- Making an external call using the Redial key
- Making an external call using the Redial code

## 4.2.3 Making an internal call using Off-hook dialling


```
1 1 : 2 5   S a t   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s       ↑ ↓   P h o n e   B k
```

```
I n t e r n a l   D i a l l i n g
O p t i o n s     ↑ ↓       C a n c e l
```

**Note:** If the direct line seize feature is enabled for the extension, external dial tone will be heard when the extension goes off-hook, by pressing **Hold** you will hear internal dial tone.

```
E x t n   1 8
R i n g i n g
O p t i o n s     ↑ ↓       C a n c e l
```


```
E x t n   1 8
0 0 : 0 1 : 1 9
O p t i o n s     ↑ ↓       E n d c a l l
```

With the telephone idle, to make an internal call, **lift the handset** or press the **SPEAKER**  key.

Internal dial tone will be heard and the display will show **Internal Dialling**.

Dial the extension/group number required, e.g. 18.

The display shows the name/number of the extension/group being called and the status of the call, i.e. **Ringing**. This will change briefly to **Connected** when the called party answers, after which a call timer will be shown. The call can be ended at any time by:

- Pressing the **<Endcall>** key
- Replacing the handset
- Pressing the **ON HOOK**  key



#### 4.2.4 Making an internal call using On-hook dialing

```

1 1 : 2 5   S a t   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s           ↑ ↓   P h o n e   B k


```

With the telephone idle, to make an internal call simply dial the extension/group number from the keypad.

```

1 1 : 2 5   S a t   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
D e l e t e         ↑ ↓           D i a l   1 8

```

The number dialled will be shown on the third line of the display. The user can delete the last digit by pressing the left mouse key **<Delete>**. To initiate the call press **Dial** or pick up the handset or press the **SPEAKER**  key.

**Note:** If the direct line seize feature is enabled for the extension, then the system will attempt to make an external call as soon as the user initiates the call.

```

E x t n   1 8
R i n g i n g
O p t i o n s   ↑ ↓           C a n c e l

```


The display shows the name/number of the extension/group being called and the status of the call, i.e. **Ringing**. This will change briefly to **Connected** when the called party answers, after which a call timer will be shown.

```

E x t n   1 8
0 0 : 0 1 : 1 9
O p t i o n s   ↑ ↓           E n d c a l l

```

The call can be ended at any time by:

- Pressing the **<Endcall>** key
- Pressing the **ON HOOK**  key

#### 4.2.5 Making an internal call using an Extension key

```

E x t n   1 8
R i n g i n g
O p t i o n s   ↑ ↓   C a n c e l

```

To make an internal call using an extension key, simply press the function key programmed for the extension you wish to ring.


The display will show the ringing party on the first line and the extension key LED will flash. The phone is in handsfree mode. You can lift the handset at any time to exit handsfree mode.

```

E x t n   1 8
0 0 : 0 1 : 1 9
O p t i o n s   ↑ ↓   E n d c a l l

```

The call can be ended at any time by:

- Pressing the <Endcall> key
- Replacing the handset or
- Pressing the **ON HOOK**  key

## 4.2.6 Making an internal call using the Phone book

The Executive system phone has access to three **Address Books** and by using the **Phone Book** feature you can make a call to any of the numbers stored in these lists.

**Personal Address Book:** Contains the numbers entered by the user at their extension using the System Phone. These numbers are only accessible from the extension at which they were entered. For details of how to create, modify and delete entries please refer to Section **4.1.16**.

**Common Address Book:** Contains numbers common to all extensions on the system. The numbers are programmed by the operator (Default extension 11). These entries are accessible from any of the extensions connected to the system. Alternatively, they can be programmed from the *Magnet Voice business systems* remote maintenance centre.

**Extension List:** Gives access to internal extensions and groups.

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s           ↑ ↓   P h o n e   B k
```

To make an internal call using the phone book, simply press the right mouse key labelled **<Phone Bk >** on the idle display.


```
P e r s o n a l   A d d r   B o o k
C o m m o n   A d d r e s s   B o o k
▶ E x t e n s i o n   L i s t
S e l e c t           ↑ ↓   E x i t
```

The user must specify the extension list, by using the up & down arrow keys (↑↓) to point to Extension List and then pressing **<Select>**.

```
S e a r c h :
▶ E x t n   1 1
  E x t n   1 2
S e l e c t           ↑ ↓   B a c k
```

The display will show a list of the extensions that can be dialled on the system. To dial the required extension use the up & down arrow keys (↑↓) and then press **<Select>**, or you can dial the first letters of the extension name to jump to that entry

The call can be ended at any time by:

- Pressing the **<Endcall>** key
- Replacing the handset or
- Pressing the **ON HOOK**  key

#### 4.2.7 Making an external call using Off-hook dialing

```

1 1 : 2 5   S a t   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s           ↑ ↓   P h o n e   B k

```

```

I n t e r n a l   d i a l l i n g
O p t i o n s           ↑ ↓           C a n c e l


```

```

E x t e r n a l   d i a l l i n g
                               8 1 6 6 9
O p t i o n s           ↑ ↓           C a n c e l

```

The call can be ended at any time by:

- Pressing the <Endcall> key
- Replacing the handset
- Pressing the **OH HOOK**  key.

**Note:** If the direct line seize feature is enabled, the user will hear external dial tone and the display will indicate external dialling as soon as the extension goes off-hook.

With the telephone idle, **lift the handset** or press the **SPEAKER**  key.

Internal dial tone will be heard and the display will show **Internal Dialling**.

- Dial the line access digit, the line access group or select a line using the pre-programmed keys. The top line of the display will then show **External Dialling**.
- Dial the number – the digits will appear on the display as they are dialled. The user can cancel the external call and return to internal dialling by pressing <Cancel>.

#### 4.2.8 Making an external call using On-hook dialing

```

1 1 : 2 5   S a t   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s           ↑ ↓   P h o n e   B k

```


```

1 1 : 2 5   S a t   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
D e l e t e           ↑ ↓           D i a l
                    0 7 2 4 0 3 0 5 1 1


```

With the telephone idle, to make an external call simply dial the line access digit or the line access group, followed by the external number from the keypad.


The number dialled will be shown on the third line of the display. The user can delete the last digit by pressing the left mouse key <Delete>.

To initiate the call either press <Dial>, pick up the handset or press the **SPEAKER**  key.

#### 4.2.9 Making an external call using a Line key

If one of the function keys has been programmed as a **Line** key, pressing this key will automatically seize the line and switch on the handsfree facility (you can switch off handsfree mode by lifting the handset). The required number can be dialled and the display will show the status of the call. The call can be ended at any time by either replacing the handset, pressing the **ON HOOK**  key or <End-all> key.

#### 4.2.10 Making an external call using a Speed dial key

If one of the function keys has been programmed as a **Speed Dial** key, pressing this key will automatically seize the line, switch on the handsfree mode and dial the programmed number. The display will show the status of the call. The call can be ended at any time by replacing the handset or pressing the **ON HOOK**  or **<End-all>** key.

#### 4.2.11 Making an external call using the Phone Book

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s           ↑ ↓   P h o n e   B k
```

To make an external call using the phone book, simply press the right mouse key labelled **<Phone Bk >** on the idle display.

```
▶ P e r s o n a l   A d d r   B o o k
  C o m m o n   A d d r e s s   B o o k
  E x t e n s i o n   L i s t
S e l e c t           ↑ ↓           E x i t
```

The user must specify either the personal or common address book, by using the up & down arrow keys (↑↓) and then pressing **<Select>**.

```
S e a r c h : █
▶ A N D R E W
  D A V E   M
S e l e c t           ↑ ↓           B a c k
```

The display will show a list of the address book entries that can be dialled on the system. To search for an entry, enter the first letter of the name. All entries starting with this character will then be displayed

To dial the required party use the up & down arrow keys (↑↓) and then press **<Select>**.

**Note:** The Phone Book function may also be stored under a programmable key.

#### 4.2.12 Making an external call using the Redial Navigation Key

The Executive system phone can store details of up to the last ten external numbers dialled from the extension. Using the **Redial Last Number** feature allows the user to select a number from the list to redial.

```

1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5

M e n u s           ↑ ↓           R e d i a l

```

To redial a number:


- At the idle display, press the Up arrow key <↑> once, <Redial> will then appear on the display.
- Press the <Redial>key

A list of up to the last **10 external** numbers dialled appears on the display, starting with the last number dialled.

```

D i a l l e d   N u m b e r   L i s t
▶ 0 1 . 6 0 9 3 3   3 2 4 3
  0 2 . 6 9 6 6 7   7 7 1 3
S e l e c t     ↑ ↓                               E x i t

```

- Move the cursor with the ↑↓ keys until it is alongside the number to be redialled
- Press the <Select> key twice or lift the handset to dial the entry or press the **SPEAKER**  key

**Note:** The <Redial> key will only appear if at least one external call has been made from the extension.


#### 4.2.13 Making an external call using the REDIAL key



A call can be redialled as follows -


```

D i a l l e d   N u m b e r   L i s t
▶ 0 1 . 6 0 9 3 3   3 2 4 3
  0 2 . 6 9 6 6 7   7 7 1 3
S e l e c t     ↑ ↓                               E x i t


```

- Press the **REDIAL** key  while the System Phone is idle, the dialled number list will be shown on the display
- Use the ↑↓ keys to select the required number

To redial the number the user can either, press the **REDIAL** key  again, lift the handset, press the **SPEAKER**  key or press <Select> twice, the system will then automatically select a line and redial the number.

Pressing the **REDIAL** key  with the handset off-hook or with the handsfree mode activated automatically selects a line and redials the last number.

#### 4.2.13 Making an external call by using the Redial code

**Redial Last Number** can also be activated by lifting the handset or pressing the speaker  key and dialling the **redial code** < \* 5 >. The system will automatically access an external line and redial the last external number.

#### 4.2.14 Putting a Call on Hold

```

I n t e r n a l   D i a l l i n g
E x t n   1 6   o n   H o l d
O p t i o n s   ↑ ↓   U n H o l d
  
```

To put a call on hold –

- Press the **HOLD** key. The LED of the **HOLD** key will light up. The LED of the function key of the held party will flash.

The call has been put on exclusive hold, i.e. it can only be retrieved from the extension that placed it on hold. Internal dial tone will be heard and the third line of the display will indicate that the other party is on Hold. If the held call is an external call, the LED associated with that line will be flashing at your extension.

```

E n d   C u r r e n t   C a l l
▶ P l a c e   C a l l   o n   H o l d
P a r k   C u r r e n t   C a l l
S e l e c t   ↑ ↓   E x i t
  
```

Alternatively the user can press the <**Options**> mouse key and select **Place Call On Hold**.

#### 4.2.15 Retrieving a Call from Hold

```

I n t e r n a l   D i a l l i n g
E x t n   1 6   o n   H o l d
O p t i o n s   ↑ ↓   U n H o l d
  
```

To retrieve a call from hold -

With a call already on Hold -

- Press the **HOLD** key or press the <**UnHold**> mouse key
- The held call can also be retrieved by pressing the <**Options**> key and selecting **Retrieve Held Call**

```

▶ R e t r i e v e   H e l d   C a l l
P h o n e   B o o k
C a l l   P i c k   U p
S e l e c t   ↑ ↓   E x i t
  
```

The LED on the Hold key will then be extinguished and the held call will be re-connected.

If there is more than one held call, the user can select which held call to retrieve by pressing the <**UnHold**> mouse key. By pressing the **HOLD** key the **first** held call will be retrieved.

#### 4.2.16 Switch between held calls using the HOLD Key

```

E x t n   1 8
0 0 : 0 0 : 5 2
E x t n   1 6   o n   H o l d
O p t i o n s   ↑ ↓   E n d c a l l

```

- Place the existing call on hold
- Make a second call e.g. an internal call to extension 18.

Once connected, this call can also be put on hold using any of the methods already described.

```

I n t e r n a l   D i a l l i n g
2   C a l l s   o n   H o l d
O p t i o n s   ↑ ↓   U n H o l d

```

Internal dial tone is heard and the display shows that there are now two calls on hold.

- Press the **HOLD** key to return to the first call held.

To replace the first call on hold and return to the second call, press the **HOLD** key twice. This operation can be repeated to switch between the calls.

#### 4.2.17 Using the Held Call List

```

H e l d   C a l l   L i s t
▶ E x t n   1 6
  E x t n   1 8
S e l e c t   ↑ ↓   E x i t

```

When more than one call is on hold, pressing the <UnHold> key displays a list of held calls.

- Use the ↑↓ keys to select the held call that you wish to retrieve.
- With the cursor alongside the call to be retrieved, press the <Select> key to speak to that caller.

#### 4.2.18 Abandoning a call on Hold


If the system phone returns to idle when there is a call on hold, the held call will ring the extension as indicated below.

```

E x t n   1 6
R e t u r n i n g   F r o m   H o l d
O p t i o n s   ↑ ↓   A n s w e r

```

The display will show **Returning From Hold**.

The call can be answered by pressing the <Answer> key, lifting the handset or pressing the **SPEAKER**  key.



#### 4.2.19 Transferring a Call

```

E x t n   1 8
0 0 : 0 0 : 5 2
L i n e   1   o n   H o l d
O p t i o n s   ↑ ↓   E n d c a l l

```

```

L i n e   1
P a s s e d   t o   E x t n   1 8
M e n u s   ↑ ↓   P h o n e   B k

```

For an **Announced** transfer -

- Wait for the extension to answer
- Announce the transfer
- Replace handset or press the softkey <Transfer>
- The held call is now transferred

**Note:** When performing an unannounced transfer, the extension will ring for a period of time known as the transfer timeout. If the call has not been answered within that timeout period the call will return to the extension that attempted the transfer.

To transfer a call -

- Place the existing call on hold
- Dial the extension to receive the transferred call, e.g. extension 18

For an **Unannounced** transfer -

- Upon hearing ringing tone, replace handset or press the softkey <Transfer>
- The held call will start ringing extension 18

#### 4.2.20 Parking a Call using the navigation keys

Unlike a held call, a call that is parked on the system can be retrieved at **any** extension on the system.

```

E n d   C u r r e n t   C a l l
P h o n e   B o o k
▶ P a r k   C u r r e n t   C a l l
S e l e c t   ↑ ↓   E x i t

```

```

E X T N   1 6
P a r k e d   O n   L i n e   3
O p t i o n s   ↑ ↓   N e w C a l l

```

To park a connected call using the mouse keys

- Press the <Options> key
- Select **Park Current Call**

The call is now parked and can be retrieved from any other telephone connected to the system.

**Note:** The **PARK** key LED will light indicating the presence of a parked call.

#### 4.2.21 Parking a Call using the PARK key

```


J o h n   S m i t h
0 0 : 0 2 : 3 5
O p t i o n s   ↑ ↓   E n d C a l l

```

```

J o h n   S m i t h
P a r k e d   O n   L i n e   3
O p t i o n s   ↑ ↓   N e w C a l l

```

To park a call with the **PARK** key 

- Press the **PARK** key  while connected to that call.

The call is now parked and can be retrieved from any other telephone connected to the system.

**Note:** The **PARK** key LED will light indicating the presence of a parked call.

#### 4.2.22 Parking a Call using the Park code

```

Internal Dialling
8 1 6 0 1 0 0   o n   H o l d
O p t i o n s   ↑ ↓   U n H o l d
    
```

```

8 1 6 0 1 0 0
P a r k e d   O n   L i n e   3
O p t i o n s   ↑ ↓   N e w C a l l
    
```

To park a connected call using the Park code.

- Place the call on hold using one of the methods already described.
- Dial the Park code (\*74).

The call is now parked and can be retrieved from any other telephone connected to the system.

**Note:** The **PARK** key LED will light indicating the presence of a parked call.

#### 4.2.23 Retrieve a parked call using the navigation keys

```

1 1 : 2 5   S a t   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s           ↑ ↓   U n P a r k
    
```

```

P a r k e d   C a l l   L i s t
▶ E x t n   1 6
S e l e c t           ↑ ↓   C a n c e l
    
```

- Press ↓ key until the <Unpark> option appears at the bottom-right of the display
- Press the <UnPark> key, the display will indicate the list of calls currently parked
- Use the ↑↓ keys to scroll through the list and press the <Select> key to retrieve the call

#### 4.2.24 Retrieve a parked call using the Unpark softkey

```

1 1 : 2 5   S a t   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s           ↑ ↓   U n P a r k
    
```

```

P a r k e d   C a l l   L i s t
▶ E x t n   1 6
S e l e c t           ↑ ↓   C a n c e l
    
```

- Press ↓ key once, the <Unpark> option will appear at the bottom-right of the display
- Press the <UnPark> key, the display will indicate the list of calls currently parked
- Use the ↑↓ keys to scroll through the list and press the <Select> key to retrieve the call

#### 4.2.25 Retrieve a parked call using the retrieve parked call code

```

1 1 : 2 5   S a t   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s           ↑ ↓   P h o n e   B k
    
```

```

P a r k e d   C a l l   L i s t
▶ E x t n   1 6
S e l e c t           ↑ ↓           C a n c e l
    
```

- Lift the handset or press the speaker key
- Dial the Unpark code followed by the extension Number **\*9#Extn No.**
- Or dial **\*9\* Line No.**

#### 4.2.26 Call Park timeout

**Call Park Time-out:** To prevent calls being abandoned or lost in the **PARK** state, there is a programmable timer that sets the maximum time a call can be parked on the system. By default this is set at 180 seconds.

```

E x t n   1 6
R e t u r n i n g   F r o m   P a r k
O p t i o n s           ↑ ↓           A n s w e r
    
```

If the Call Park Timer expires before the call is retrieved, the parked call will ring back the extension that parked it.

- Press the <**Answer**> key or lift the handset to answer the call

## 4.2.27 Paging

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E X t e n s i o n   1 5
M e n u s           ↑ ↓   P h o n e   B k
```

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E X t e n s i o n   1 5
M e n u s           ↑ ↓           P a g i n g
```

```
▶ A l l   D e v i c e s
P A   P o r t
S y s t e m   P h o n e s
S e l e c t       ↑ ↓           E x i t
```

```
▶ A l l   S y s t e m   P h o n e s
E x t n   1 1
E x t n   1 2
S e l e c t       ↑ ↓           E x i t
```

```
           L i f t   H a n d s e t
                                           E x i t
```

```
A l l   D e v i c e s
B e i n g   P a g e d
O p t i o n s     ↑ ↓           E n d c a l l
```

To broadcast a page -

- Press the ↓ key twice. The right key will change from <Phone Bk> to <Paging>
- Press the <Paging> key

The three paging options are displayed.

- Use the ↑↓ keys to scroll to the required option
- Press the <Select> key

If **All Devices** or a **PA Port** is selected, the display opposite will not appear.

If page **System Phones** is selected, there is an option to page all System Phones or just a specific extension.

- Choose an option and press the <Select> key
- Lift the handset
- Make the announcement

To end the page -

- Replace the handset
- The System Phone returns to idle

**Note:** If the Executive system phone has a **PAGE** key programmed, pressing this key once will take the display directly to the paging options screen.

Pressing the **PAGE** key twice in quick succession also enables/disables the **Receive Page Calls** feature. The LED on the **PAGE** key will indicate whether this feature is enabled or not.

- LED ON: The phone will not receive page calls
- LED OFF: The phone can be paged by other extensions

## 4.2.28 Answering Page calls


```
E x t n   1 5
P a g i n g
O p t i o n s     ↑ ↓           A n s w e r
```

```
E x t n   1 5
0 0 : 0 0 : 1 4
O p t i o n s     ↑ ↓           E n d c a l l
```

If the executive system phone is being paged by another extension, e.g. extension 15 as shown, the Page can be answered by

- Pressing the <Answer> key

The executive system phone will be connected to extension 15 in handsfree mode

The originating user can disconnect from the page by replacing the handset or pressing the **ON HOOK**  key.

#### 4.2.29 Pick Up a Call Ringing at another Extension

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s           ↑ ↓   P h o n e   B k
```

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s           ↑ ↓   P i c k   U p
```

```
▶ E x t n   2 1
S e l e c t           ↑ ↓           E x i t
```

- Press the ↓ key until the right key changes to <Pick Up>.

- Press the <Pick Up> key

The extension being called will be shown on the display.

- Press the <Select> key to pick up the call

**Note:** If more than one incoming call is ringing, a list of ringing extension will be shown on the display. Use the up & down arrows (↑↓) to select the extension from which the call is to be picked up.

**Note:** The Executive system phone has a **Pick-Up** key programmed by default, and a call can be picked up by pressing this key. If more than one extension is ringing, the list of ringing extensions will appear on the display.

### 4.2.30 Conference Calls

A conference is a call in which there are three parties connected together at the same time. An Executive System Phone can hold a conference with the following:

- Two internal extensions
- Two external lines
- One internal extension and one external line.

```
E x t n   1 2
0 0 : 3 3
O p t i o n s   ↑ ↓   E n d c a l l
```

```
I n t e r n a l   D i a l l i n g
E x t n   1 2   O n   H o l d
O p t i o n s   ↑ ↓   C a n c e l
```

```
E x t n   1 3
0 0 : 1 5
E x t n   1 2   O n   H o l d
O p t i o n s   ↑ ↓   E n d C a l l
```

```
E x t n   1 3   C o n f e r
E x t n   1 2   C o n f e r
O p t i o n s   ↑ ↓   U n C o n f e r
```

To initiate a conference call while on an external or internal call -

- Place the call on hold by pressing the **HOLD** key
- Dial the number to initiate the second call, e.g. internal extension 13
- When connected to the second party, press the <Options>key
- Use the ↑↓ keys to scroll and select the **Conference** option
- All parties are now in conference. The top 2 lines will show the other 2 parties in the conference.

### 4.2.31 End a conference call

There are different ways to terminate the conference call –

- If either of the other two parties involved in the conference call clears down, the conferencing extension will revert to a two-party call with the remaining party
- By replacing the handset, the second party will be cleared, the conferencing extension will ring and when answered, a two-party call will be established with the first party
- Pressing the <UnConfer> key will put the first call in hold and establish a two-party call with the second extension

```
E x t n   1 3   C o n f e r
E x t n   1 2   C o n f e r
O p t i o n s   ↑ ↓   U n C o n f e r
```

Pressing the <Options> key displays the following

- **End Conference Call** (See pressing the <UnConfer> key above)
- **End Current Call** which ends both calls

#### 4.2.32 Using the CONFERENCE Key:

The Executive system phone by default will have a **CONFERENCE** key programmed.

- Pressing the **CONFERENCE** key will establish a conference between a held call and the call in progress
- While the conference is in progress, the LED of the **CONFERENCE** key will be lit
- Pressing the **CONFERENCE** key while the LED is lit will terminate the conference and establish a two-party call with the second party while putting the first call into Hold

#### 4.2.33 Forward Incoming Calls

Incoming calls to an Executive system phone can be forwarded or diverted at various stages in the call and to various destinations as shown below -

##### Type Of Call Forward

Forward All Calls  
 Forward On Busy  
 Forward On No Answer

##### Destinations

- Forward to an Extension
- Forward to Voice Mail
- Forward to External Number
- (Not available for Forward On Busy)
- Forward to an Entry in the Common/Personal Address Book
- . (Not available for Forward On Busy).

**Note:** If there are no entries in the Address Books, these options will not be displayed.

#### 4.2.34 Forward all Calls to an Extension

Pressing the **FORWARD** key on the Executive system phone automatically selects **Forward All Calls**. The options for forwarding the calls are shown on the display.

```
D i v e r t   A l l   C a l l s
V o i c e m a i l
▶ E x t e n s i o n   l i s t
S e l e c t   ↑ ↓   B a c k
```

Use the **↑↓** keys to scroll through the options and when the cursor is alongside the required option, press the **<Select>** key

```
D i v e r t   A l l   C a l l s
▶ E x t n   1 1
E x t n   1 2
S e l e c t   ↑ ↓   B a c k
```

- Select **Extension List** from options

The list of internal extensions will appear on the display.

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 1
E x t e n s i o n   1 5
D i v e r t - > E x t n   1 6
M e n u s   ↑ ↓   P h o n e   B k
```

- Use the **↑↓** keys to scroll to the extension that is to receive the diverted call
- Press the **<Select>** key

When the phone is idle, the third line of the display will show the extension to which calls are being forwarded. All calls will now be forwarded to the selected extension.

**Note:** The LED of the **FORWARD** key will be lit to indicate that call forwarding has been set and broken dial tone will be heard on going off-hook.

To remove the divert -

- Press the **FORWARD** key once - the LED will be extinguished and the display will return to idle

#### 4.2.35 To Forward all Calls to Voice Mail

```
D i v e r t   A l l   C a l l s
▶ V o i c e m a i l
E x t e n s i o n   l i s t
S e l e c t   ↑ ↓   B a c k
```

To divert all calls to voicemail press the **DIVERT** key and with the cursor pointing at Voicemail press **<Select>**.

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 1
E x t e n s i o n   1 5
D i v e r t - > V o i c e   M a i l
M e n u s   ↑ ↓   P h o n e   B K
```

The display will then show the diversion set to voicemail on the third line of the display and all calls to the extension will be diverted to the mailbox of that extension.

**Note:** The LED of the **FORWARD** key will be lit.

To remove the Call Forward, press the **FORWARD** key once - the LED will be extinguished.



#### 4.2.36 Forward all calls to a Common or Personal Address Book entry

```
D i v e r t   A l l   C a l l s
▶ P e r s o n a l   a d d r   B o o k
  C o m m o n   A d d r e s s   B o o k
S e l e c t           ↑↓           B a c k
```

```
S e a r c h : S
▶ S t e v e n
S e l e c t           ↑↓           B a c k
```

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 1
E x t e n s i o n   1 5
D i v e r t - > S t e v e n
M e n u s           ↑↓   P h o n e   B k
```

- Press the **FORWARD** key and select the **Common** or **Personal Address Book** option
- The **Search** command will appear on the display
- Enter the letters of the name to be found
- The display will show all entries beginning with those letters
- Scroll through the entries using the **↑↓** keys
- Press **<Select>** when the cursor is pointing to the required entry

When the phone is idle, the third line of the display will show the entry to which calls are forwarded.

**Note:** The LED of the **FORWARD** key will be lit.

To remove the Call Forward -

- Press the **FORWARD** key once - the LED will be extinguished

#### 4.2.37 Forward all calls to an External Number

```
D i v e r t   A l l   C a l l s
  C o m m o n   A d d r e s s   B o o k
▶ E x t e r n a l   N u m b e r
S e l e c t           ↑↓           E x i t
```

```
E n t e r   E x t e r n a l   N o .
8 1 6 _
A c c e p t           ↑↓           B a c k
```

**Note:** If call forward to an External Number has previously been set, this number will appear on the display.

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 1
E x t e n s i o n   1 5
D i v e r t - > 8 1 6 0 0 0 0
M e n u s           ↑↓   P h o n e   B k
```

To set divert all calls to an **External Number**

- Press the **FORWARD** key and select **External Number** from the options
- Enter the number to which calls are to be diverted. The Line access digit is **not** required.
- Press the **<Accept>** key

When the phone is idle, the third line of the display will show the number to which calls are diverted.

**Note:** The LED of the **FORWARD** key will be lit.

To remove the divert -

- Press the **FORWARD** key once - the LED will be extinguished

## 4.2.38 Forward on No Answer

```

P e r s o n a l   A d d r   B o o k
C o m m o n   A d d r e s s   B o o k
▶ C a l l   D i v e r s i o n
S e l e c t       ↑↓           E x i t

```

```

D i v e r t   A l l   C a l l s
▶ D i v e r t   N o   A n s w e r
D i v e r t   O n   B u s y
S e l e c t       ↑↓           E x i t

```

```

D i v e r t   N o   A n s w e r
▶ E n a b l e d       ✓
D i s a b l e d
S e l e c t       ↑↓           B a c k

```

```

D i v e r t   N o   A n s w e r
▶ E x t e n s i o n   l i s t
P e r s o n a l   A d d r   B o o k
S e l e c t       ↑↓           B a c k

```

To set **Forward No Answer** -

- Press the <Menu> key when the System Phone is idle
- Select **Call Diversion**
- Use the ↑↓ keys to scroll through the options
- Press the <Select> key when the **Forward No Answer** option is reached

The current setting will be ticked.

By default **Forward No Answer** is disabled.

To enable -

- Use the ↑ key to move the cursor
- Press the <Select>key to enable
- Use the ↑↓ keys to select the destination option
- Press the <Select> key to set

**Forward No Answer** allows calls to be forwarded to

- Another extension
- Voicemail
- An entry in the Personal Address Book
- An entry in the Common Address Book
- An External Number

**Note:** If there are no entries in the Address Books, these options will not be displayed.

For details of selecting Address Book entries and entering External Numbers, see **Forward All Calls** section above.

**Forward No Answer** is now set. Any internal or external calls ringing the extension that are not answered within a pre-defined time will be diverted to the selected number.

To cancel the call forward –

- Press the <Menu> key when the Executive system phone is idle
- Select **Call Forward**
- Select the **Forward No Answer** option
- Select the **Disabled** setting

To return to the idle display simply press <Back> twice and then <Exit>

### 4.2.39 Forward On Busy

```

P e r s o n a l   A d d r   B o o k
C o m m o n   A d d r e s s   B o o k
▶ C a l l   D i v e r s i o n
S e l e c t       ↑↓           E x i t

```

```

D i v e r t   A l l   C a l l s
D i v e r t   N o   A n s w e r
▶ D i v e r t   O n   B u s y
S e l e c t       ↑↓           E x i t

```

```

D i v e r t   O n   B u s y
▶ E n a b l e d       ✓
D i s a b l e d
S e l e c t       ↑↓           B a c k

```

```

D i v e r t   O n   B u s y
▶ V o i c e m a i l
E x t n   1 1
S e l e c t       ↑↓           B a c k

```

To set **Forward On Busy** -

- Press the <Menu> key when the System Phone is idle
- Select **Call Forward**
- Use the ↑↓ keys to scroll through the options
- Press the <Select> key when the **Forward On Busy** option is reached

The current setting will be ticked.

By default **Forward On Busy** is disabled.

To enable -

- Use the ↑ key to move the cursor
- Press the <Select> key to enable
- Use the ↑↓ keys to select the destination option
- Press the <Select> key to set

**Divert On Busy** allows calls to be diverted to -

- Another extension
- Voicemail

**Forward On Busy** is now set. Any internal or external calls arriving at the extension while it is busy on another call will be diverted to the selected number.

To cancel the diversion –

- Press the <Menu> key when the executive system phone is idle
- Select **Call Forward**
- Select the **Forward On Busy** option
- Select the **Disabled** setting

To return to the idle display simply press <Back> twice and then <Exit>.

### 4.2.40 Do Not Disturb (DND)

Do Not Disturb is a function which when activated gives busy tone to all incoming calls. The exceptions to this are calls from extensions that have DND Override set in system programming. This function can be programmed into programmable keys as described in section 4.3.9.

```

1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
D o N o t   D i s t u r b
M e n u s       ↑↓   P h o n e   B k

```

To set **DND** -

- Press the **DND** key. The LED on the key will be lit and the display will show **Do Not Disturb** on the third line

To clear **DND** -

- Press the **DND** key. The LED on the key will be extinguished and **DND** will be cleared

#### 4.2.41 List of Calls

The system maintains a list of the last 10 **missed** calls, 10 **dialled** calls and 10 **received** calls, for each extension equipped with an Executive system phone. If more than 10 calls are missed, dialled or received, the list will be continually updated with the details of the last ten.

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d   C a l l s   =   0 1
M e n u s           ↑ ↓   P h o n e   B k
```

For the case of an unanswered incoming call, the number of calls **missed** will be shown on the third line of the display.

Once the system has recorded a missed, dialled or received call, the user has the option to

- **Call** the person who's call was missed, dialled or received
- View the **time and date** of the call
- **Save** the details of the caller to his/her **Personal Address Book**.
- **Delete** the call entry from the list


Once the user has checked his missed calls, the missed call message will be removed from third line of the display and the normal idle display will be shown again.

#### 4.2.42 View an entry in the missed call list

```
1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d   C a l l s   =   0 1
M e n u s           ↑ ↓   P h o n e   B k
```

To **view** a missed call entry, when the third line of the display indicates a missed call simply;

- Press the **MESSAGE** key 

**Note:** If the voice module is fitted and there are any unread Voice Mail messages, pressing the **MESSAGE** key  will access the **Mailbox** option

```
M i s s e d   C a l l   L i s t
▶ 0 1 . 6 9 6 6 7 7 7 1 3
0 2 . J o h n   W
S e l e c t           ↑ ↓           E x i t
```

The display will show the last 10 missed calls on the system. If the telephone number of a missed call matches an entry in the **Personal** or **Common Address Book**, then the name of the entry will be shown instead of the number.

If the unanswered incoming call does not present a number to the network, the entry in the list will show the text **Unknown**.

#### 4.2.43 Call back an entry in the missed call list

```

1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d   C a l l s   =   0 3
M e n u s           ↑ ↓   P h o n e   B k

```

```

M i s s e d   C a l l   L i s t
▶ 0 1 . 6 9 6 6 7 7 7 1 3
  0 2 . J o h n   W
S e l e c t           ↑ ↓           E x i t

```

```

▶ C a l l
  T i m e   o f   C a l l
  S a v e
S e l e c t           ↑ ↓           B a c k

```

```

E x t e r n a l   D i a l l i n g
                          6 9 6 6 7 7 7 1 3
S e l e c t           ↑ ↓           C a n c e l

```

To **call back** a missed call when the third line of the display indicates that a call was missed:

- Press the **MESSAGE** Key MESSAGE.
- Use the **↑↓** keys to select the required entry from the missed call list.
- Press the **<Select>** key
- Press the **Call** option.

The system will automatically access an external line and make a call to the selected number.

Pressing the **<Cancel>** key will cancel the call and return the phone to the Idle state.

#### 4.2.44 View the time and date of the missed call

```

1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d   C a l l s   =   0 3
M e n u s           ↑ ↓   P h o n e   B k

```

```

M i s s e d   C a l l   L i s t
▶ 0 1 . 6 9 6 6 7 7 7 1 3
  0 2 . J o h n   W
S e l e c t           ↑ ↓           E x i t

```

```

▶ C a l l
  T i m e   o f   C a l l
  S a v e
S e l e c t           ↑ ↓           B a c k

```

```

6 9 6 6 7 7 7 1 3
M i s s e d   a t   1 8 : 4 2
O n   W e d   1 8 / 1 2 / 0 2
                                     B a c k

```

To view the **time and date** of a missed call when the third line of the display indicates that a call was missed;

- Press the **MESSAGE** key MESSAGE.
- Use the **↑↓** keys to select the required entry from the missed call list.
- Press the **<Select>** key
- Press the **Time of Call** option.

The system will display the missed party ID on the top line of the display with the time and date of that missed call on the second and third lines respectively.

Pressing the **<Back>** key will return the user to the missed call list on the previous screen.

#### 4.2.45 Store a missed call in the Personal Address Book

```

1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d   C a l l s   =   0 3
M e n u s       ↑ ↓   P h o n e   B k

```

```

M i s s e d   C a l l   L i s t
▶ 0 1 . 6 9 6 6 7 7 7 1 3
  0 2 . J o h n   W
S e l e c t   ↑ ↓   E x i t

```

```

C a l l
T i m e   o f   C a l l
▶ S a v e
S e l e c t   ↑ ↓   B a c k

```

```

E n t e r   N a m e
_
A c c e p t   B a c k


```

```

6 9 6 6 7 7 7 1 3
S t o r e d   i n
P e r s o n a l   A d d r   B o o k
B a c k

```

To **Store** a missed call to the **personal address book** when the third line of the display indicates that a call was missed;

- Press the **MESSAGE** key .
- Use the **↑↓** keys to select the required entry from the missed call list.
- Press the **<Select>** key
- Press the **Save** option.

The display will prompt the user to enter the name for the Personal Address book entry.

On entering the name and pressing the **<Accept>** key the system will confirm that the missed call entry has been stored in the personal address book of that user.

Pressing the **<Back>** key will return the user to the missed call list on the previous screen.

#### 4.2.46 Delete a missed call from the missed call list

```

1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M i s s e d   C a l l s   =   0 3
M e n u s       ↑ ↓   P h o n e   B k

```

```

M i s s e d   C a l l   L i s t
▶ 0 1 . 6 9 6 6 7 7 7 1 3
  0 2 . J o h n   W
S e l e c t   ↑ ↓   E x i t


```

```

T i m e   o f   C a l l
S a v e
▶ D e l e t e
S e l e c t   ↑ ↓   B a c k

```

To **Delete** a missed call from the missed call list when the third line of the display indicates that a call was missed ;

- Press the **MESSAGE** key .
- Use the **↑↓** keys to select the required entry from the missed call list.
- Press the **<Select>** key
- Press the **Delete** option.

Selecting the **Delete** option will automatically delete the entry and return the user to the **Missed Call List** menu

**Note:** If there are no more entries left in the list, the display will show **No Entries Found**.

#### 4.2.47 View the Missed Calls list when there are no new missed calls

```

1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5

M e n u s           ↑ ↓   P h o n e   B k

```

```

M a i l b o x   S e t t i n g s
P h o n e   S e t t i n g s
▶ L i s t   o f   C a l l s
S e l e c t           ↑ ↓           E x i t

```

```

▶ M i s s e d   C a l l s
D i a l l e d   C a l l s
R e c e i v e d   C a l l s
S e l e c t           ↑ ↓           E x i t

```

To enter the **Missed Calls** list when there are **no** new missed calls -

- Press the <Menus> key
- Use the ↑↓ keys to move to the **List of Calls** option
- Press the <Select> key
- Use the ↑↓ keys to move to the **Missed Calls** option
- Press the <Select> key

The list of the last ten unanswered calls will be displayed.

The calls can then be selected for **calling, saving, deleting** or to view the **time and date** details as previously described.

```

N o   E n t r i e s   F o u n d

```

```

B a c k

```

**Note:** If there are no missed calls, the display will show **No Entries Found**.

#### 4.2.48 Using the Dialed Number List

```

M i s s e d   C a l l   L i s t
▶ D i a l l e d   N u m b e r   L i s t
R e c e i v e d   C a l l   L i s t
S e l e c t           ↑ ↓           B a c k

```

The **Dialed Number List** is accessed from the **List of calls** menu.

Each entry can be **Called, Saved, Deleted** and the **time & date** information viewed in the same way as described for missed calls.

#### 4.2.49 Using the Received Call List

```

M i s s e d   C a l l   L i s t
D i a l l e d   N u m b e r   L i s t
▶ R e c e i v e d   C a l l   L i s t
S e l e c t           ↑ ↓           B a c k

```

The **Received Call List** is accessed from the **List of calls** menu.

Each entry can be **Called, Saved, Deleted** and the **time & date** information viewed in the same way as described for missed calls.

#### 4.2.50 Call Back

When a called extension is busy, a call back can be set so that when the called extension becomes free, the system will first ring the extension that set the call back and when that extension answers, the system will ring the called extension.

```
E x t n   1 2
B u s y

O p t i o n s   ↑ ↓   C a n c e l
```

```
C a n c e l
I n t r u d e   c a l l
► C a l l b a c k
S e l e c t     ↑ ↓   E x i t
```

```
E x t n   1 2
C a l l b a c k

O p t i o n s   ↑ ↓   N e w C a l l
```

```
E x t n   1 2
C a l l b a c k

S e l e c t     ↑ ↓   A n s w e r
```

```
E x t n   1 2
R i n g i n g

S e l e c t     ↑ ↓   C a n c e l
```


To set a call back (e.g. on extension 12) -

- On receiving busy tone, press the <Options> key
- Scroll down - when the cursor is alongside **Call back**
- Press the <Select> key

Success tone will be heard confirming that the **Call back** feature has been set.

The System Phone will return to idle.

When Extension 12 becomes free, the extension that set the **Call back** will start to ring.

When the handset is lifted or the **SPEAKER**  key is pressed, ringing tone will be heard and Extension 12 will start to ring.

**Note:** If the Executive system phone has a **CALLBACK** key programmed, pressing this key once while hearing busy tone while calling another extension will set call back.



### 4.2.51 Intrusion

If when calling another extension busy tone is heard, an Executive system phone user can intrude on the busy extension. Alert tones will be given to indicate that another extension is about to intrude. The ability for an extension to intrude has to be enabled in system programming by the installer or system administrator.

```

E x t n   1 2
B u s y

O p t i o n s   ↑ ↓   C a n c e l

```

```

C a n c e l
▶ I n t r u d e   c a l l
C a l l b a c k
S e l e c t   ↑ ↓   E x i t

```

```

C a n c e l
▶ I n t r u d e   c a l l
C a l l b a c k
S e l e c t   ↑ ↓   I n t r u d e

```

To intrude on a busy extension -

- When busy tone is heard, press the <Options> key
- Scroll down using the ↑↓ keys
- With the cursor alongside **Intrude call** press the <Select> key
- The busy extension will receive Alert tones
- Pressing the <Intrude> key will intrude on the call in progress

**Note:** If the system phone has an **INTRUDE** key programmed, pressing this key once while hearing busy tone from another extension will let you intrude on the call.

### 4.2.52 Day / Night Changeover

The system can be programmed so that incoming calls ring different extensions or groups of extensions at different times of the day, e.g. after hours; all calls ring a night service extension. These changeovers can take place automatically but can also be overridden by an extension provided that extension has **Operator Functionality** enabled in system programming. Normally only the system administrator or reception extension would have this facility programmed.

**Note:** At installation, Extension 11 is automatically set as the default Operator phone and **Operator Functionality** will be enabled at that extension.

#### 4.2.53 Set the Day/Night Ringing Mode

```

M a i l b o x   S e t t i n g s
P h o n e   S e t t i n g s
▶ D a y / n i g h t   C h a n g e o v e
S e l e c t       ↑ ↓       E x i t

```

```

D a y / N i g h t   C h a n g e o v e r
▶ D a y   R i n g i n g   ✓
N i g h t   R i n g i n g
S e l e c t       ↑ ↓       B a c k

```

```

1 1 : 2 5   F r i   0 7 / 1 2 / 0 1
E x t e n s i o n   1 5
N i g h t   R i n g i n g
O p t i o n s       ↑ ↓   P h o n e   B k

```

When the System Phone is idle -

- Press the <Menus> key
- Use the ↑↓ keys to scroll through the options
- With the cursor alongside **Day/Night Changeover**, press the <Select> key

A list with the available ringing modes will be shown with the current option ticked.

- Use the ↑↓ keys to scroll
- Press the <Select> key to set the ringing mode
- Press the <Back> key to return to menu

When the phone is idle, the current ringing mode will be displayed.

**Note:** Day Ringing mode will not be displayed.

#### 4.2.54 Day/Night Ringing key

If a feature key has been programmed as a **Day/Night ringing key**, pressing this key will toggle between the ringing modes. The LED on the key will be OFF when the current mode is the default mode (i.e. Day Ringing), and will be ON when any of the other ringing modes are set.

#### 4.2.55 Roaming PIN

Calls made from an extension are subject to the level of access that has been assigned to the user of that extension. The level of access defines the types of call the user is permitted to make, e.g. internal calls only, internal and external local calls only etc. The *Magnet Voice system* offers up to 100 different user profiles with associated levels of access. By entering a User Name and a PIN code, a user can make calls at a roaming PIN enabled extension using his/her profile with its associated level of access. The *Magnet Voice* business systems technician will issue Roaming PIN and user numbers.

#### 4.2.56 Change the profile of an extension using the roaming PIN

```
1 1 : 2 5   F r i       0 7 / 1 2 / 0 1
E x t e n s i o n   1 5
M e n u s           ↑ ↓   P h o n e   B k
```

```
  C a l l   D i v e r s i o n
  P h o n e   S e t t i n g s
▶ R o a m i n g   P i n
S e l e c t           ↑ ↓           E x i t
```

```
R o a m i n g   P i n
▶ E n a b l e d   ✓
  D i s a b l e d
S e l e c t           ↑ ↓           B a c k
```

```
R o a m i n g   P i n
U s e r :   _ _
P i n :   _ _ _ _
B a c k
```

```
R o a m i n g   P i n
U s e r :   1 0
P i n :   0 1 0 0
A c c e p t           D e l e t e
```

```
1 1 : 2 5   F r i       0 7 / 1 2 / 0 1
E x t e n s i o n   1 5           ( 1 0 )
M e n u s           ↑ ↓   P h o n e   B k
```

- Press the <Menus> key
- Use the ↑↓ keys to scroll through the options

- When the cursor is alongside the **Roaming PIN** option
- Press the <Select> key

To log-in to Roaming PIN as User 10 -

- Use the ↑↓ keys to move the cursor
- Press the <Select> key when the cursor is alongside **Enabled**
- Enter user number and **Roaming PIN** code
- Press the <Accept> key

The System Phone will return to idle and the display will show the Roaming User number.

Calls can now be made using the profile of User 10.

**Note:** The Roaming PIN user profile will automatically become inactive after a pre-determined time or the user can log-out by entering the Roaming PIN menu and selecting **Disable**.

#### 4.2.57 Unsuccessful log in to Roaming PIN

Each Roaming PIN user is allowed three attempts to enter the log-in information correctly after which the user number will be disabled for one hour. During this time the Roaming PIN will not be usable at any extension.

```
U s e r   T e m p o r a r i l y
D i s a b l e d   A s   L o g i n
A t t e m p t s   E x c e e d e d
B a c k
```

If the user tries to log-on, the display shows that the user number is suspended.

- Press the <Back> key to exit

**ROAMING Key:** If one of the function keys has been programmed as a **ROAMING** key, pressing this key will initiate Roaming PIN log-in and the user will be prompted to input a user number and PIN. While Roaming PIN is activated, the LED on the key will be lit. Pressing the key while the LED is on will log the user out of the Roaming PIN feature.

#### 4.2.58 Programming the Personal Address Book

This feature allows up to 50 commonly used numbers to be stored in the **Personal Address Book** for the Executive system phone. These numbers can be called directly either by dialling a short code, using the **Phone book** option on the system phone or by pressing a function key programmed for that number.

The numbers stored in the **Personal Address Book** are only accessible from the extension at which they were programmed.

#### 4.2.59 Creating a new entry in the Personal Address book

```

1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5

M e n u s           ↑ ↓   P h o n e   B k

▶ P e r s o n a l   A d d r   B o o k
  C a l l   D i v e r s i o n
  P h o n e   S e t t i n g s
S e l e c t           ↑ ↓           E x i t
    
```

To Enter the **Personal Address Book** –

- Press the <Menus> key
- Press the <Select> key while the cursor is pointing to the **Personal Address Book** option
- Press the <Select> key to create a new entry

Although not shown when programming, the entries will be stored sequentially using the codes \*800 to \*849 inclusive.

```

▶ N e w   E n t r y
  M o d i f y   E n t r y
  D e l e t e   E n t r y
S e l e c t           ↑ ↓           B a c k
    
```

- Enter the telephone number
- To correct any errors the ↑↓ keys can be used to move the cursor to the right or left
- The incorrect digit can then be deleted using the <Delete> key
- When the entry is correct, press the <Next> key

```

E n t e r   N u m b e r
6 9 6 6 7 7 7 1 3

N e x t           ↑ ↓           D e l e t e
    
```

- Enter a name to identify the number, eg for 'M' press digit 6 once for 'l' press digit 4 three times etc. Lower case characters can be found with continued key presses of the same key.
- To correct any errors, the ↑↓ keys can be used to move the cursor to the right or left. The incorrect digit can then be deleted using the <Delete> key
- When the entry is correct, press the <Next> key

```

E n t e r   N a m e
M i k e   M _

N e x t           ↑ ↓           D e l e t e
    
```

#### 4.2.60 Program the advanced options for a Personal address book entry

Usually, it is only necessary to program the number and name for the Phonebook entry but the system also allows the user to select the following parameters:

- The line group that the system will access when dialling the number (**External Option**)
- To enable or disable the system to send the CLI (Call line Identification) information to line when making the call (**CLI Option**)
- To store the number under a function key, allowing one touch dialling from that key (**Function Option**)

```

Enter Name
Mike Murphy
Next      ↑↓      Delete
  
```

```

Do You Wish To
Change the Advanced
Options ?
No                               Yes
  
```

```

▶ External : 9
  CLI : Presented
  Function Key : None
Select      ↑↓      Back
  
```

To program the advanced options for a personal address book entry;

- Enter the personal address book and enter the Number and Name for a new entry as previously described
- Press the **<Next>** Key
- The display will ask the user if they wish to change the advanced options
- Press the **<Yes>** key

There are three settings available to the user to program

- **1. External**
- **2. CLI**
- **3. Function Key**

**1. External Option:** Selects the line group that the system will try to access when dialling the entry.

The following options are presented:

```

Off
▶ 9  ✓
* 9 1
Select      ↑↓      Back
  
```

By default, the external option is enabled ( **9** is ticked).

- “**Off**” (The system will **not** attempt to seize a line for the entry)
- Set Line Access Groups (**\*91-\*98**)
- “**9**” (Seize **Any** available line)
- Use the **↑↓** keys to move to the required setting and press the **<Select>** key.
- To return to the previous screen press the **<Back>** key

**2. CLI Option:** Selects whether or not the Calling Line Identification is sent to line.

The following options are presented:

```

▶ Presented      ✓
  Restricted
Select      ↑↓      Back
  
```

By default, the CLI option is set to **Presented**.

- **Restricted:** The CLI is **not** sent out to called parties.
- **Presented:** The CLI is sent out to called parties.
- Use the **↑↓** keys to move to the required option and press the **<Select>** key
- To return to the previous screen press the **<Back>** key

**3. Function Key:** This option allows the user to program a function key for that phone book entry. There are **16** programmable keys on the Executive system phone with an extra **48** if the DSS is fitted.

```

None
▶ Function Key 1 ✓
Function Key 2
Select ↑↓ Back
    
```

By default, the Function Key option is set to **None**.

```

▶ External : 9
CLI : Presented
Function Key : 01
Select ↑↓ Back
    
```

- Use the **↑↓** keys to scroll to the required function key and press the **<Select>** Key
- The LED of the function key at which the cursor is pointing will be flashing
- Press the **<Select>** key to program that key as a personal address book entry. A tick will appear beside the selected entry
- On pressing the **<Back>** key the display will show the function key selected on the third line.

#### 4.2.61 Modify an existing entry in the Personal Address book

```

New Entry
▶ Modify Entry
Delete Entry
Select ↑↓ Back
    
```

```

▶ *800 : Mike Murphy
*801 : John Smith
*802 : Jane Reilly
Select ↑↓ Back
    
```

```

▶ Name : Mike Murphy
Number : 1 2 3 4 5 6 7 8 9 0
External : 9
Select ↑↓ Back
    
```

To modify an existing entry in the personal address book;

- Enter the personal address book as previously described
- Use the the **↑↓** keys to select **Modify Entry** and press the **<Select>** key
- The programmed list of entries will be shown starting from the first entry ( **\*800** )
- Use the the **↑↓** keys to select the entry to be modified and press the **<Select>** key
- The options that can be modified for that entry are:
  - **Name**
  - **Number**
  - **External**
  - **CLI**
  - **Function Key**
- To modify an option use the **↑↓** keys and press the **<Select>** key
- Each entry may then be modified as previously described

#### 4.2.62 Delete an entry in the Personal Address Book

```

N e w   E n t r y
M o d i f y   E n t r y
▶ D e l e t e   E n t r y
S e l e c t   ↑↓                               B a c k

```

```

* 8 0 0 : M i k e   M u r p h y
* 8 0 1 : J o h n   S m i t h
▶ * 8 0 2 : J a n e   R e i l l y
D e l e t e   ↑↓                               B a c k

```

```

D e l e t e   E n t r y   ?
J a n e   R e i l l y
1 2 3 4 5 6 7
N o                                               Y e s

```

To delete a personal address book entry

- Enter the personal address book as previously described
- Use the the ↑↓ keys to select **Delete Entry** and press the <Select> key

Only codes which have numbers assigned to them will be shown on the list.

- Use the ↑↓ keys to scroll to the required entry, e.g. code **802**
- Press the <Delete> key

The name and the number of the entry stored under code **802** will be displayed.

- Press the <Yes> key to delete the entry
- Press the <No> key to return to the previous window without deleting the entry

#### 4.2.63 Programming the Common Address Book

This feature allows up to 200 commonly used numbers to be stored in the **Common Address Book** for the system. These numbers can be called directly either by dialling a short code or by using the Phonebook option on any telephone connected to the system.

**Note:** Programming the **Common Address Book** can only be done by the system administrator at an extension programmed for operator functionality (Default Extension 11) or by the installer.

#### 4.2.64 Enter the Common Address Book

```

1 1 : 2 5   F r i   0 7 / 1 2 / 0 2
E x t e n s i o n   1 5
M e n u s           ↑ ↓   P h o n e   B k
    
```

- From the idle state, press the <Menus> key

```

P e r s o n a l   A d d r   B o o k
▶ C o m m o n   A d d r   B o o k
P h o n e   S e t t i n g s
S e l e c t           ↑ ↓           E x i t
    
```

- Press the <Select> key while the cursor is alongside the **Common Address Book** option



#### 4.2.65 Create a New Entry

```

▶ New Entry
  Modify Entry
  Delete Entry
  Select ↑↓      B a c k
    
```

To create a new entry -

- With the cursor pointing at **New Entry** press <**Select**>

```

Enter Number
6 9 6 6 7 7 7 1 3
Save ↑↓      Delete
    
```

Although not shown when programming, the entries will be stored sequentially using the codes \*4000 to \*4199 inclusive.

- Enter the telephone number
- To correct any errors, the ↑↓ keys can be used to move the cursor to the right
- The incorrect digit can then be deleted using the <**Delete**> key
- When the entry is correct, press the <**Save**> key

```

Enter Name
Mike Stevens
Save ↑↓      Delete
    
```

- Enter a name to identify the number, eg for 'M' press digit 6 once for 'i' press digit 4 three times etc
- To correct any errors the up & down arrow keys (↑↓) keys can be used to move the cursor to the left or right. The incorrect digit can then be deleted using the <**Delete**> key
- When the entry is correct, press the <**Save**> key

#### 4.2.66 Modify an entry in the Common Address Book

```

New Entry
▶ Modify Entry
  Delete Entry
  Select ↑↓      B a c k
    
```

With the cursor pointing to **Modify Entry**, press <**Select**>

```

* 4 0 0 0 : O W E N   K
▶ * 4 0 0 1 : D A V E   M
* 4 0 0 2 : A N D R E W
Select ↑↓      B a c k
    
```

Only codes which have numbers assigned to them will be shown on the list.

- Use the ↑↓ keys to scroll and press the <**Select**> key to access the entry

```

▶ Name :                               D A V E   M
Number :           5 5 5 2 2 2 3 3 3 1
External :                               0
Select ↑↓      B a c k
    
```

The attributes that can be edited are –  
**Name**  
**Number**  
**External**  
**CLI**  
**Function Key.**

To select the attribute required -

- Press the <**Select**> key

Proceed as above in **Common Address Book** (Create a New Entry)

#### 4.2.67 Delete an entry in the Common Address Book

```
* 4 0 0 0 : O W E N   K
* 4 0 0 1 : D A V E   M
▶ * 4 0 0 2 : A N D R E W
D e l e t e           ↑ ↓           B a c k
```

Only codes which have numbers assigned to them will be shown on the list.

- Use the ↑↓ keys to scroll to the required entry, e.g. code \*4002
- Press the <Delete> key

```
D e l e t e   E n t r y   ?
A N D R E W
1 2 3 4 5 6 7
N o                               Y e s
```

The name and the number of the entry stored under code \*4002 will be displayed.

- Press the <Yes> key to delete the entry
- Press the <No> key to return to the previous window without deleting the entry

#### 4.2.69 Dialling Codes' Table

Feature	Code
Any trunk line	9
Any SIP trunk line	*00
Trunk lines 1 or 2	* 9 1 or * 9 2
SIP trunk lines 1 to 10	* 901 to * 910
Call User	User number (e.g. 11 – 34)
Groups 80 to 88	80 to 88
Operator Group	0
Auto-Attendant	700 -799
Forward all calls for user	* 2 1 * < destination > # destination examples: User number (11 – 34), Voicemail (*99), External number on any trunk (0 xxxxxxxxxxx) External number using a trunk (*91 xxxxxxxxxxx) Group (80 – 88), Operator Group (9), Common address book number (*4000 - *4199), Personal address number (*800 - *849), Auto-Attendant (700 -799) Networked user (network user number)
Cancel forwarding of all calls for user	# 2 1 #
Forward all calls for Group	If leader: * 2 1 * < group number > * < destination > # If not leader * 2 1 * < group number > * < destination > * < group PIN > #
Cancel forwarding of all calls for Group	If leader: # 2 1 * < group number > # If not leader: # 2 1 * < group number > * < group PIN > #
Restrict your outgoing CLI	* 30 #
Send your outgoing CLI	* 31 #
Common address book short codes	* 4 0 0 0 to * 4 1 9 9

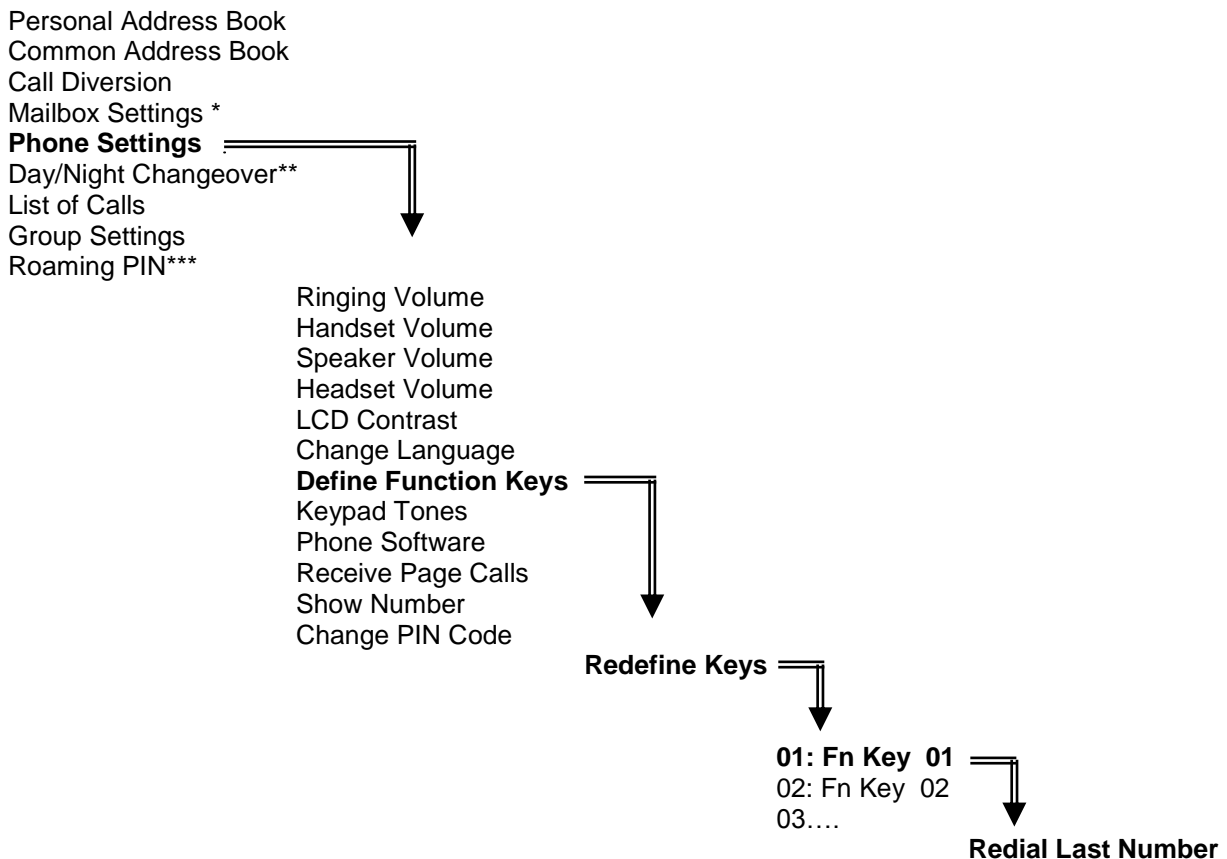
Personal address book short codes	* 8 0 0 to * 8 4 9
Redial Last external number	* 5
Forward on No Answer for user	* 6 1 * < destination > #
Forward on No Answer for user with timer	* 6 1 * < destination > * <timer> #
Cancel Forward on No Answer for user	# 6 1 #
Forward on No Answer for group	If leader: * 6 1 * < group number > * < destination > * # If not leader * 6 1 * < group number > * < destination > * * < group PIN > #
Forward on No Answer for group with timer	If leader: * 6 1 * < group number > * < destination > * < timer > # If not leader * 6 1 * < group number > * < destination > * < timer > * < group PIN > #
Cancel Forward on No Answer for group	If leader: # 6 1 * < group number > # If not leader: # 6 1 * < group number > * < group PIN > #
Camp On (Call Back on busy) internal	5
Do Not Disturb	* 6 2 #
Cancel Do Not Disturb	# 6 2 #
Opt out of a group	* 6 2 * <group number(80 – 88)> #
Opt into a group	# 6 2 * <group number(80 – 88)> #
Set Alarm Call	* 6 4 1 * HHMM #
Clear Alarm Cal	# 6 4 1 #
Forward on Busy for user	* 6 7 * < destination > #
Cancel Forward on Busy for user	# 6 7 #
Forward on Busy for group	If leader: * 6 7 * <group number > * < destination > # If not leader * 6 7 * <group number > * < destination > * < group PIN > #
Cancel Forward on Busy for group	If leader: # 6 7 * < group number > # If not leader: # 6 7 * < group number > * < group PIN > #
Activate Roaming PIN	* 6 8 <Roaming Account> <Roaming PIN> #
Deactivate Roaming PIN	# 6 8 #
Call Pickup/Call Pickoff	* 7 1 < user number >
Universal pickup	* 7 1 0
Call Transfer Explicit (at dial tone with two calls on hold)	* 7 2
Conference (at dial tone with two calls on hold)	* 7 3
Meet-me Conference bridge access	6900 - 6901
Park/Unpark a call	* 7 4
Retrieve a parked call from an internal user	* 7 5 < user number >
Answer a universal page	* 7 6 *
Answer a page from an extension that's not being paged	* 7 6 < user number that is being paged >
Directed page	* 7 7 < user number >
Universal page	* 7 7 *
Intercom (force handsfree answer to system phone user)	# 7 7 < user number >
Door opening code	* 7 8
Intrude (at busy tone)	* 7 9
Access voicemail	* 9 9
Connect to a user's Mailbox	# 9 9 <user number>
Connect to a user's Mailbox (without hearing welcome message)	# 9 8 <user number>

Transfer call to Mailbox (While ringing the User)	# 9 9
Direct access to a user when answered by the Auto Attendant	* + user number
Direct access to a user voicemail when answered by the Auto Attendant	# + user number
Access voicemail settings (when pressed while listening to voicemail welcome message)	#
<b>Programming</b>	<b>Code</b>
Program an external number in your personal address book.	** < 8 0 0 to 8 1 9 > * < external number > #
Erase a number from your personal address book.	# < 8 0 0 to 8 1 9 > #
Implement Ringing mode (Modes 1 to 5)	* 0 7 * <Ringing Mode > #
Set user PIN	* 70 ** NEW PIN * NEW PIN #
Clear user PIN	* 70 * CURRENT PIN #
Change user PIN	* 70 * CURRENT PIN * NEW PIN * NEW PIN #
Enter System Programming	*** # # # #
Play system IP Address	** 0 1 #
Set system IP Address	** 0 1 * xxx * xxx * xxx * xxx #
Play system subnet mask	** 0 2 #
Set system subnet mask	** 0 2 * xxx * xxx * xxx * xxx #
Play Gateway Address	** 0 3 #
Set Gateway Address	** 0 3 * xxx * xxx * xxx * xxx #

### 4.3 User programming from the display menu

#### 4.3.1 General

User programming allows Executive system phone users to tailor the features and settings of the Executive system phone to suit their own ways of working. The following options can be accessed and changed by pressing the <Menus> key when the Executive system phone is idle



Day/Night Ringing \*\*  
 Conference Call  
 Intrude Call  
 Call Pick Up  
 Park Current Call  
 Phone Book  
 Internal Paging  
 Transfer Call  
 Call back  
 Forward Recall  
 CLI Restriction  
 Roaming Pin \*\*\*  
 Any line  
 Extension Key  
 Line Key  
 Speed Dial Key  
 Central Speed Dial

**Notes:**

- \* Only available when the system is equipped with a voice module. (For information on using the Voicemail see the voicemail guide)
- \*\* Only available if the extension has been enabled for Operator Functionality in system programming.
- \*\*\* Only available if the extension has been programmed as a Roaming PIN extension in system programming.

**4.3.2 Phone Settings**

```

1 1 : 2 5   F r i   0 7 / 1 2 / 0 1
E x t e n s i o n   1 5

M e n u s           ↑ ↓   P h o n e   B k

P e r s o n a l   A d d r   B o o k
C a l l   D i v e r s i o n
▶ P h o n e   S e t t i n g s
S e l e c t           ↑ ↓           E x i t

▶ R i n g i n g   V o l u m e
H a n d s e t   V o l u m e
S p e a k e r   V o l u m e
S e l e c t           ↑ ↓           B a c k
    
```

To enter the **Phone Settings** Menu, while the System Phone is idle -

- Press the <Menus> key
- Use the ↑↓ keys to scroll through the options

When the cursor is alongside **Phone Settings** -

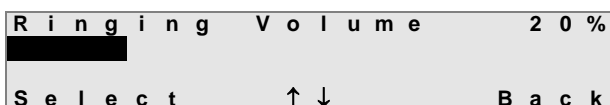
- Press the <Select > key

A list of settings will be displayed.

To change a setting

- Press the <Select> key when the cursor is alongside the setting to be changed
- Press the <Back> key to return to the Phone programming menu

**4.3.3 Ringing Volume**



R i n g i n g   V o l u m e   2 0 %  
 S e l e c t   ↑ ↓   B a c k

The volume is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

Use the up & down arrow keys (↑↓) to adjust the volume. As the volume is altered, a short burst of ringing will be heard to demonstrate the new volume setting.

- Press the <Select> key to set the new volume level, the display will automatically return to the Phone **Settings** menu.
- Press the <Back> key to return to the Phone Settings menu **without** setting the new volume level.

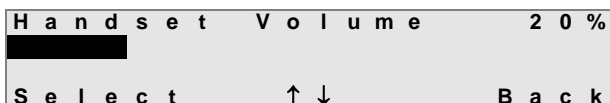
#### 4.3.4 Handset Volume



L i f t   H a n d s e t  
 B a c k

When **Handset Volume** is selected, the display will prompt the user to –

- **Lift Handset**
- On lifting the handset the current handset volume will be displayed



H a n d s e t   V o l u m e   2 0 %  
 S e l e c t   ↑ ↓   B a c k

The volume is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

Use the up & down arrow keys (↑↓) to adjust the volume. As the volume is altered, a short burst of tone will be heard to demonstrate the new volume setting.

- Press the <Select> key to set the new volume level, the display will then prompt the user to replace the handset and on doing so, the display will return to the Phone Settings menu.
- Press the <Back> key and replace the handset to return to the Phone Settings menu **without** setting the new volume level.

### 4.3.5 Speaker Volume

```

S p e a k e r   V o l u m e   2 0 %
█
S e l e c t   ↑ ↓   B a c k

```

The volume is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

Use the up & down arrow keys (↑↓) to adjust the volume. As the volume is altered, a short burst of tone will be heard to demonstrate the new volume setting.

- Press the <**Select**> key to set the new volume level, the display will automatically return to the Phone **Settings** menu.
- Press the <**Back**> key to return to the Phone Settings menu **without** setting the new volume level.

### 4.3.6 Headset Volume

```

H e a d s e t   V o l u m e   2 0 %
█
S e l e c t   ↑ ↓   B a c k

```

The volume is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

```

N o   H e a d s e t   C o n n e c t e d
                                     B a c k

```

If there is no headset connected to the system phone then the system will indicate this by displaying the message shown.

Use the up & down arrow keys (↑↓) to adjust the volume. As the volume is altered, a short burst of tone will be heard to demonstrate the new volume setting.

- Press the <**Select**> key to set the new volume level, the display will automatically return to the Phone **Settings** menu.
- Press the <**Back**> key to return to the Phone Settings menu **without** setting the new volume level

### 4.3.7 Display Contrast

```
L C D   C o n t r a s t           2 0 %
██████
S e l e c t           ↑ ↓           B a c k
```

The contrast is adjusted in steps of 5%. Each step is represented by a character position on the second line of the display and the % setting is shown in the top right-hand corner of the display.

Use the up & down arrow keys (↑↓) to adjust the contrast setting. As the contrast is altered, the characters on the display will appear darker or lighter.

- Press the <**Select**> key to set the new volume level, the display will automatically return to the Phone **Settings** menu.
- Press the <**Back**> key to return to the Phone Settings menu **without** setting the new volume level

### 4.3.8 Change Language

```
C h a n g e   L a n g u a g e
▶ E N G L I S H   ✓
  N E D E R L A N D S
S e l e c t           ↑ ↓           B a c k
```

A set of pre-defined languages is available on the phone display. On entering this menu option the current language setting will be marked by a tick (✓).

Use the up & down arrow keys (↑↓) to view the language options that are available.

- Press the <**Select**> key to set the language, the display will automatically return to the Phone Settings menu and the selected language will be used for all displays.
- Press the <**Back**> key to return to the Phone Settings menu **without** setting the new language



### 4.3.9 Define Function Key

There are 16 function keys on the Executive System Phone situated to the right of the handset. These keys are factory programmed as line keys, extension keys, speed dial keys and functions such as Conference and Pickup. If a DSS module is fitted then an additional 48 keys will be available to the user. These can be programmed with any of the functions listed below

- Redial Last Number
- Day/Night Ringing (\*)
- Conference Call
- Intrude Call
- Call Pick Up
- Park Current Call
- Phone Book
- Internal Paging
- Transfer Call
- Call back
- Forward recall (\*\*)
- CLI Restriction
- Roaming PIN (\*\*\*)
- Any Key
- Extension Key
- Line Key
- Speed Dial Key
- Central Speed Dial

**Notes:** \* Only accessible if the extension has been enabled with Operator Functionality.  
\*\* Only accessible if the system has analogue line capability  
\*\*\* Only accessible if Roaming PIN is enabled for the extension

### 4.3.10 Redefine Keys

```

R e d e f i n e   K e y s
▶ 0 1 : L i n e   0 1
  0 2 : E x t n   1 1
S e l e c t      ↑ ↓          B a c k

```

```

F u n c t i o n   K e y   0 1
R e d i a l   L a s t   N u m b e r
C o n f e r e n c e
S e l e c t      ↑ ↓          B a c k

```

```

R e d e f i n e   K e y s
▶ 0 1 : I n t r u d e   C a l l
  0 2 : E x t n   1 1
S e l e c t      ↑ ↓          B a c k

```

To Define the Function keys -

- From the **Phone Settings** menu, select **Redefine Keys**

**Note:** Selecting the **Reset All Keys** option will return all keys to their default setting (factory set) as shown on the diagram above.

The display will show the current settings for each of the 16 programmable keys.

- Use the ↑↓ keys to scroll through the list or press a function key to go directly to that key.

**Note:** The LED of each key will light as the cursor points to the key number.

- Press the <**Select**> key when the cursor is alongside the key to be redefined

The display will list the programmable functions available to the extension.

- Use the ↑↓ keys to scroll to the required function
- Press the <**Select**> key

The display will show the key number with the new setting.

Press the <**Back**> key to return to the redefine keys menu

**Notes:** When assigning a function as a Speed Dial Key, the display will list all entries in the Personal Address Book. Select the one to be stored under the key. When that key is pressed, the telephone will automatically access a line and dial the stored number.

When assigning a function key as a Central Speed Dial Key, the display will list all entries in the Common Address Book. Select the one to be stored under the key. When that key is pressed, the telephone will automatically access a line and dial the stored number. If the user programs a key with a function that has already been assigned to another key, then the first key will lose its original function and now appear on the display as **undefined**.

### 4.3.11 Keypad tones

```

K e y p a d   T o n e s
▶ E n a b l e d   ✓
  D i s a b l e d
S e l e c t       ↑ ↓           B a c k

```

The **Keypad Tones** option allows the keypad tones to be turned on or off. When enabled, a short tone is heard whenever a key is pressed on the phone.

Use the up & down arrow keys (↑↓) to choose between the enable or disable options.

To set the desired option-

- Press the <**Select**> key
- Press the <**Back**> key to return to the **Phone Settings** menu.

### 4.3.12 Phone Software

```

P h o n e   S o f t w a r e
R e v i s i o n   X X . Y Y
                                     B a c k

```

This option displays the revision number of the software installed in the System Phone.

There are no configurable settings for this option.

- Press the <**Back**> key to return to the **Phone Settings** menu.

### 4.3.13 Receive Page Call

```

R e c e i v e   P a g e   C a l l
▶ E n a b l e d   ✓
  D i s a b l e d
S e l e c t       ↑ ↓           B a c k

```

This option enables or disables the Receive Page Call feature. If enabled, the system phone will receive Page calls from other extensions.

Use the up & down arrow keys (↑↓) to choose between the enable or disable options.

To set the desired option -

- Press the <**Select**> key
- Press the <**Back**> key to return to the **Phone Settings** menu.

#### 4.3.14 Show Number

```
S h o w   N u m b e r
▶ E n a b l e d
  D i s a b l e d
S e l e c t   ↑ ↓           B a c k
```

The system Phone user can select whether or not the Calling Line Identification (CLI) information (line number) is sent to line when an outgoing call is made.

Use the up & down arrow keys (↑↓) to choose between the enable or disable options.

To set the desired option -

- Press the <**Select**> key
- Press the <**Back**> key to return to the **Phone Settings** menu.

### 4.3.15 Change User PIN Code

```

Enter Old Pin Code :
* * * *
Accept                Delete
  
```

```

Enter New Pin Code :
* * * *
Accept                Delete
  
```

```

Verify New Pin Code :
* * * *
Accept                Delete
  
```

User PIN codes are used when accessing voicemail boxes and PC user-programming. To change the PIN code

- Select **Change Pin Code** from the **Phone Settings** menu
- Enter the four digits of the old PIN code. Errors can be corrected using the **<Delete>** key
- Press the **<Accept>** key when finished
- Enter a new 4 digit PIN code
- Errors can be corrected using the **<Delete>** key

To save the new code -

- Press the **<Accept>** key

To verify the **New Pin Code** -

- Enter the new 4 digit PIN

To save the new PIN code -

- Press the **<Accept>** key

```

Pin Code Changed
                                Back
  
```

If the PIN code was entered correctly, the display will show that the PIN code has been changed.

```

Invalid Pin Code
                                Back
  
```

If the old password was incorrect, the display will show that the PIN code is invalid.

```

Error Changing Pin
                                Back
  
```

If the new PIN code and the verification PIN code were different the screen will show that an error has been made

**Note:** When **remotely** accessing voicemail (See Voicemail user guide), only certain 4 digit PIN codes are accepted by the system. The codes that will **not** be accepted by the system for remote access are the following:

- Any PIN code starting with the digits 19 or 20 (e.g. 1945, 2004, ..)
- Any PIN code that is a consecutive 4 digit number ( e.g. 1234, 9123,.. )
- Any PIN code that consists of the same 4 digits ( e.g. 1111, 4444 )

## 4.4 User phone programming from the PC browser

### User log-in to personal programming page

A user can easily manage their phone settings, personal phonebook, call forwarding and voicemails by logging into their user portal from a web browser. The Username, as listed on the User Names page, for example Extn 13, and the User PIN, as listed on the PIN codes page, are required.

From your browser go to <https://mycompany.magnetvoice.ie> and enter your User name and PIN (from above) to login. From here you can use your address book, access voicemails, set call forwarding, change your user status, view other users status, remotely pick up other users calls and other change your function and short cut keys.



On this page you can search or edit your personal address book, set your call forwarding, programme an alarm call, change your PIN code, manage your voicemail and your phone settings.

You can programme the keys on your phone as speed dials or function keys by pressing the 'Function keys' button.

Phone language and volume settings can also be programmed on this page.