

### To Make an External Call

On any available line -

- Lift handset
- Internal dial tone heard
- To select a line dial **0**
- External dial tone heard
- Dial external number.

### To Make an Internal Call

- Lift handset Internal dial tone heard
- Dial extension or group.

### To Redial the last number

To redial the last number dialled from the extension

- Lift handset
- Press \*
- Dial 5

### To Dial Phone Book Entries

From the Common Address Book -

- Lift handset or press speaker key
- Internal dial tone heard
- Press \* key
- Dial access code (**4000 – 4199**).

From the Personal Address Book -

- Lift handset or press speaker key
- Internal dial tone heard
- Press \*
- Dial access code (**800 – 849**).

Note: Your Personal Address Book entries are accessible only from your extension.

### Answering a call

When your phone is ringing

- Lift handset

While on a call and receiving alert tones

- Press **R** to hold current call and connect to waiting call  
**Or**
- Replace handset to end current call and phone will ring for waiting call

### Call Hold

To place a call on hold -

- While on a call
- Press **R** key
- Internal dial tone heard.

To retrieve a held call -

- At internal dial tone
- Press **R** key
- Held call retrieved.

### Call Transfer

Unannounced transfer -

- While on a call
- Press **R** key to put call on hold
- Internal dial tone heard
- Dial extension or group
- When ring tone heard – replace handset.

Announced transfer -

- While on a call
- Press **R** key to place call on hold
- Internal dial tone heard
- Dial extension or group
- When extension answers – announce call
- Replace handset.

### Paging

To page a system phone -

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial digits **77**
- Dial extension required.

To page all free system phones -

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial digits **77**
- Press \* key.

To answer a page -

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial digits **76**
- Press \* key.

### Call Pick-Up

To pick up a call ringing another extension -

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial digits **71**
- Dial extension number of ringing phone
- Call connected.

To pick up the longest ringing incoming call -

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial digits **710**
- Call connected.

### Pick-Off

To pick off a call already answered by another extension (e.g. an answering machine) -

- Lift handset Internal dial tone heard
- Press \* key
- Dial digits **71**
- Dial extension number
- Call connected

### Call Parking

- Put the current call on hold
- Internal dial tone heard
- Press \* key
- Dial digits **74**
- Success tone heard
- Replace handset.

### To retrieve a parked call

When you know the extension that parked it -

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial digits **75**
- Dial extension, which parked the call.
- Call connected

When you know the line the call was parked on

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial 9
- Press \* key
- Dial the line number e.g. 01 for line 1
- Call connected

### To set Do Not Disturb

- Lift handset Internal dial tone heard
- Press \* key
- Dial digits **62**
- Press # key.

### To Clear Do Not disturb -

- Lift handset
- Internal dial tone heard
- Press # key
- Dial digits **62**
- Press # key

### Conference

Three party conferences can include:

- 2 lines + 1 extension
- 1 line + 2 extensions
- 3 internal extensions.

Place first two calls on hold -

- Internal dial tone heard
- Press \* key
- Dial digits **73**.

### To Intrude on an Extension that is on a call

- Lift handset
- Dial extension number required
- Busy tone heard
- Dial digits **79**.
- You are connected to other two parties

### To Enter Voice Mail Menu

- Lift handset
- Internal dial tone heard
- Dial **\*99**

Follow the voice prompts to retrieve, play, record or delete voice messages etc.

**Note** Broken dial tone will be heard when you have new voice mail messages.

### To retrieve a new voicemail message

- Lift handset
- Dial **\*99**

Follow the voice prompts to delete, store or forward messages etc.

### To answer a door phone call ringing at your extension

- Lift handset

### To open a door using the system relay

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial digits **78**.

### Call Forward

To forward all calls to another extension -

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial digits **21**
- Press \* key
- Dial extension number to which calls are to be forwarded
- Press # key

**Note:** When Call Forward is set a broken dial tone is heard.

To clear Call Forward -

- Lift handset
- Broken dial tone heard
- Press # key
- Dial digits **21**
- Press # key
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For other Call Forward options, use the same sequence as above but with the following codes –

### Forward all

To an extension	*21* extension no. #
To voice mail	*21**99 #
To an external no.	*210* external no. #
Via a particular trunk	*21*trunk access digit, external no #
To cancel	#21#

### Call Forward on no answer

To an extension	*61* extension no..#
To voice mail	*61**99 #
To an external no	*610* external no. #
To cancel	#61#

### Call Forward on busy

To an extension	*67*extension no. #
To voice mail	*67**99 #
To cancel	#67#

### To Programme Entries in your Personal Address Book

- Lift handset
- Internal dial tone heard
- Press \* key
- Press \* key
- Dial entry code (**800 – 849**)
- Press \* key
- Dial external number (maximum of 22 digits)
- Press # key.

**Note:** The line access digit is automatically inserted.

Clear entry in your Personal Address Book -

- Lift handset
- Internal dial tone heard
- Press # key
- Dial entry code (**800 – 849**)
- Press # key.

### CLI Presentation

To show your number when you make external calls

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial digits **31**
- Press # key.

### CLI Restriction

Don't show your number when you make external calls

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial digits **30**
- Press # key.

### To change your default PIN code

- Lift handset
- Internal dial tone heard
- Press \* key
- Dial digits **70**
- Press \* key
- Enter current PIN code
- Press \* key
- Enter new PIN code
- Press \* key
- Enter new PIN code again
- Press # key.

**Note:** your PIN code is a 4-digit number used to access your voice mail remotely.

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### Internal Dialling Codes

Feature	Code
Access any trunk line	0
Trunk Access Group	*91 to *98
Access any SIP trunk	*00
SIP Trunk Access Group	*901 to *910
Personal Addr Book	*800 to *849
Common Addr Book	*4000 to *4199
Park Call	*74
Retrieve Parked call	*75(Extn No)
Universal Pick-up	*710
Directed Pick-up	*71(Extn No)
Directed Pick-off	*71(Extn No)
Conference	*73
Directed Page	*77(Extn No)
Universal Page	*77*
Answer a Universal Page	*76*
Call an Extension Group	Group No (e.g. 80 to 88, 9)
Door Opening Code	*78
Access Voice Mail	*99
Break-out of Voice Mail	*(Extn No)
Transfer Call to Mailbox during ringing or busy tone	#99
Set alarm call	*641*HHMM#
Clear alarm call	#641#
Callback (on busy)	5

### Programming Options

<b>Forward All Calls -</b>	
to an Extension	*21*(Extn No)#
to Voice Mail	*21**99#
to External Number	*210*(Tel No)#
Clear Forward all Calls	#21#
<b>Forward No answer -</b>	
to an Extension	*61* (Extn No)#
to Voice Mail	*61**99#
to External Number	*610*(Tel No)#
Clear Forward No Answer	#61#
<b>Forward on Busy -</b>	
to an Extension	*67*(Extn No)#
to Voice Mail	*67**99#
Clear Forward on Busy	#67#
Do Not Disturb (DND)	*62#
Clear DND	#62#
CLI Restriction	*30#
CLI Presentation	*31#
Program PIN Code	*70**PIN*PIN#
Clear PIN Code	*70*PIN#
Activate Roaming PIN	*68*(User No)*PIN#
Deactivate Roaming PIN	#68#
Program Personal Address Book Entries	*(Index Code)*(Tel No)#
Clear entry in Personal Address Book	#(Index Code)#
Manual Day/Night Switch	*07*(ring mode)#

## Opera System

## Analogue Phone Quick Reference Guide