








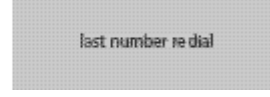


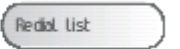



FEATURE CODES



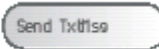




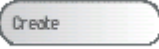







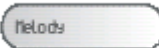



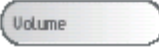








1	Outside Line
0	Operator
8000 - 8399	Dialling a System Directory number
5	Automatic Call back
# 99	Cancel automatic call back
# *	Paging All Calls
# 2	Paging Group
* 7	Parking a Call
* 7	Retrieve Parked Call from your extension
* 7 (extn)	Retrieve Parked Call from your own or another extension
# 6 (extn)	Direct Pick Up
* 6	Group Pick Up
* 01	Forward All Calls
* 02	Forward Calls on Busy
* 00	Cancel Call Forwarding
* 06	Forward I'm Here
* 07	Cancel Forward I'm Here
# 1	Redial
3	Conference
# #	DTMF (touch tones)
#7	Record conversation (if enabled on the system)



4018/4019 Telephone Quick Reference Guide

ACTIVE VOICE COMMUNICATIONS
www.activecomms.co.nz



<p>CHANGING HANDSET TO SPEAKERPHONE (4018 ONLY)</p>	<p>While in conversation using the handset</p> <p>Press  key for hands free (4018IP only)</p> <p>Replace handset</p> <p>Press  to disconnect</p>
<p>OUTWARD DIALING</p>	<p>  OR  </p> <p>Lift receiver Dial number Hands free (4018IP only) Dial number</p> <p>Dial 1, followed by the desired number</p>
<p>INTER OFFICE CALLING</p>	<p>Dial extension or press extension key</p>
<p>CALLBACK <i>If an extension is engaged you may programme your phone to ring you when the extension is free</i></p>	<p>After you have dialled the extension and hear busy tone Dial 5 to set a Call back</p> <p>To Cancel dial # 99</p>
<p>REDIAL</p>	<p> → </p> <p>last number re dial</p>
<p>REDIAL LIST</p>	<p> OR   OK  OK</p> <p>Redial (Long key press) Select the number To make call</p>
<p>MUTE</p>	<p>Press  light illuminates green when in use</p> <p>Press  light turns off when not in use</p>

SENDING A TEXT MESSAGE	
<p>TO SET</p> <p><i>Sends a visual text message to Display phones (N.B. Once sent the message can not be cancelled)</i></p>	<p> →   OK </p> <p>Dial destination for message</p> <p>Predefined message:  OK</p> <p>Select Message</p> <p>Custom message:    OK  </p> <p>Create custom message Send message</p>
CUSTOMIZE YOUR TERMINAL	
<p>ADJUSTING THE AUDIO FUNCTIONS</p>	<p>  OK  OK  OK</p> <p>To choose ringer tune:   OK  </p> <p>To select tune To confirm</p> <p>To adjust ringer volume:   OK  </p> <p>To select volume To confirm</p>
<p>ADJUSTING SCREEN BRIGHTNESS</p>	<p>  OK  OK  OK</p> <p> OR </p> <p>Adjusting screen brightness</p>


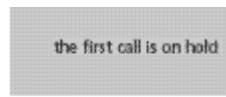
READING A TEXT MESSAGE	
<p>WHEN YOUR MAIL KEY IS ILLUMINATED The mail light indicates that messages have been received</p>	<p>number of messages received</p> <p>Read Texts OK</p> <p>display name of sender, with date, time and ranking of message</p> <p>OK Call back message sender (message is erased after automatically after call)</p> <p>Next message Previous message</p>
SENDING DTMF TONES	
<p>FOR AUTOMATED VOICE MESSAGING, i.e. telephone banking; voicemail etc</p>	<p>Dial the required number</p> <p>conv. DTMF code OK</p> <p>Once call has been connected Or Dial # # Dial the required digits from your keypad</p> <p>To activate</p>
DIVERTING CALLS	
<p>TO SET Diverts your phone to ring at an alternative destination, e.g. extension or external number</p>	<p>Forward OK Immediate OK 2nd key</p> <p>Select the forward function Dial number to divert calls to</p> <p>OR Forward OK -> diversion is acknowledged</p> <p>Select the number to divert to</p>
<p>TO DIVERT TO VOICEMAIL</p>	<p>Forward OK Immediate OK -> diversion is acknowledged</p> <p>Select the forward function</p>
<p>TO CANCEL ALL DIVERTS</p>	<p>Forward OK Cancel fwd. OK</p> <p>Select the forward function</p>


DIRECTORY DIALING	
<p>BY NUMBER Accesses up to 400 Company speed dials by number</p>	<p>Dial the 4 digit speed code 8000 - 8399</p>
<p>BY NAME Dials Internal and Company names using Directory</p>	<p>long press or press twice first letters of your correspondent's name select the name from the displayed list OK</p>
<p>PERSONAL CALL KEYS</p>	<p>To Program your call keys</p> <p>press and release select the key to programme (0 to 9) follow informations displayed on the screen</p> <p>Making calls via your programmed call keys</p> <p>press and release press the programmed key directly (0 to 9) select the contact to call start the call</p>
RECEIVING CALLS	
<p>GROUP PICK UP Answers any ringing phone in your group</p>	<p>'group call pick-up' programmed key or Dial * 6</p>
<p>DIRECTED PICK UP Answers a specific ringing phone</p>	<p>'telephone call pick-up' programmed key or Dial # 6 Followed by the extension number you wish to answer</p> <p>number of telephone ringing</p>


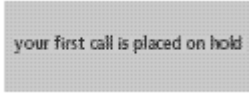
TRANSFERRING

TRANSFER	<p>Ask your caller to hold Dial extension number</p> <p>Wait for an answer (optional)</p> <p></p> <p>Press 'transfer' programmed key and hang up</p>
To Retrieve the call if you <i>have not</i> pressed transfer	<p>Press  then CALL key (flashing)</p> <p>You are connected to your caller</p>
To Retrieve the call if you <i>have</i> hung up	<p>Press DIR PICK or Dial #6</p> <p>Followed by the extension number</p>





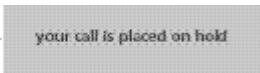


CALL WAITING

IGNORE THE CALL	It will return to its sender
REPLACE YOUR RECEIVER	The 2 nd call will ring your phone
ANSWER THE CALL WAITING AND HOLD YOUR 1ST CALLER	<p>Ask your caller to hold</p> <p> →  the first call is on hold</p> <p>line key for which icon is flashing</p> <p>You are connected to the 2nd caller</p>







TO RETURN TO YOUR FIRST CALLER AND END THE CONVERSATION IN PROGRESS	<p> →  →    </p> <p>during a conversation</p> <p>key associated with the 'incoming call' icon</p>
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SHUTTLING BETWEEN THE TWO CALLERS	<p> →  your first call is placed on hold</p> <p>key associated with the 'incoming call' icon</p>
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HOLDING

HOLD A CALLER	<p>Ask your caller to hold</p> <p>    → </p> <p>during a conversation</p>
RETRIEVE CALL ON HOLD	<p> → </p> <p>key for the line whose light is flashing</p>


PARKING

PARK (Note: You can only park one call at a time)	<p>Ask your caller to hold</p> <p> →   </p> <p>during a conversation</p> <p style="text-align: right;">(or Dial * 7)</p>
PARK RETRIEVE	<p> </p> <p>'telephone call pick up' programmed key</p> <p>number of telephone from which call was parked</p> <p>OR Dial *7 followed by the extension number the call is parked at</p>










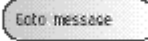



PAGING

ANSWERING PAGE	<p>From any phone</p> <p>Dial * 7 followed by the number announced by the operator</p>
ALL CALLS	Dial # *
PAGING GROUP	Dial # 2

CONFERENCING

CONFERENCING UP TO 3 PARTIES <i>Any combination internal and external</i>	<p>While in conversation Dial the extension you wish to conference</p> <p>(Speak with the new party – the other party can not hear)</p> <p></p> <p>"Conference" programmed key (or Dial 3)</p>
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LEAVING A TEXT MESSAGE FROM YOUR PHONE

TO SET <i>Displays a visual message to screen phone extensions when calling you</i>	<p>      </p> <p>select the 'Diversion' function</p> <p>select the message to be sent</p> <p>Personal message:</p> <p>     </p> <p>create a temporary personal message* send message</p>
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