Speed Dial Numbers

#	Telephone Number	Telephone Destination

Hymax 32

Personal Speed Dial numbers 01 – 09
System Speed Dial numbers   10 – 99

Hymax 32i

Personal Speed Dial numbers 001 – 009
System Speed Dial numbers   010 – 999

Hymax 128

Personal Speed Dial numbers 001 – 009
System Speed Dial numbers   010 – 499

Hymax *Service Information*

When you require service from any **_Hymax_** Service Centre, please ensure that you supply as much information as possible along with your query or request.

If you provide accurate details about a problem, this will enable the **_Hymax_** Service Centre to rectify the problem in the shortest time possible. With your assistance, problems can often be rectified over the telephone in an even shorter time.

Certain **_Hymax_** Service Centres may require a faxed request for service. Faxing is a convenient way of requesting help if you provide full details of your request as the information is accurate and guaranteed to go to the correct person.

Hymax 32
Switchboard
User Guide

If the service call is chargeable then an official order is required. This order can be faxed along with details of the required service.

Hymax Service Contact Information

The _Hymax_ Service Centres pride themselves on providing the kind of service you expect, but, rarely get.

Speed Dial Numbers

#	Telephone Number	Telephone Destination

Hymax 32

Personal Speed Dial numbers 01 – 09
System Speed Dial numbers   10 – 99

Hymax 32i

Personal Speed Dial numbers 001 – 009
System Speed Dial numbers   010 – 999

Hymax 128

Personal Speed Dial numbers 001 – 009
System Speed Dial numbers   010 – 499

Hymax *Service Information*

When you require service from any *Hymax* Service Centre, please ensure that you supply as much information as possible along with your query or request.

If you provide accurate details about a problem, this will enable the *Hymax* Service Centre to rectify the problem in the shortest time possible. With your assistance, problems can often be rectified over the telephone in an even shorter time.

Certain *Hymax* Service Centres may require a faxed request for service. Faxing is a convenient way of requesting help if you provide full details of your request as the information is accurate and guaranteed to go to the correct person.

Hymax 32
Terminal
User Guide

If the service call is chargeable then an official order is required. This order can be faxed along with details of the required service.

Hymax Service Contact Information

The *Hymax* Service Centres pride themselves on providing the kind of service you expect, but, rarely get.

SWITCHBOARD FEATURES

Switchboard features can only be used at a Terminal that has been set as a Switchboard.

ASSIGN ALTERNATE OPERATOR

- Press **PROG** key
- Press # key
- Dial Extension number

DAY / NIGHT SERVICE

- Press **PROG** Key
- Press **TRF** key

To switch between Day and Night Mode:
- Press **TRF** key again

**

To exit:
- Press **RLS** key

The DND lamp is on solid when the system is in Night Mode.

**To switch between Automatic and Manual Mode:
- Press **FLASH**

To set Day and Night Mode transfer times:
- Enter Day Mode start time (HHMM)
- Enter Night Mode start time (HHMM)

SET EXTENSION MEETING REMINDER CALLS

- Press **PROG** key
- Press **CAMP** key
- Dial Extension number
- Enter Time (HHMM)
- (Press **FLASH** key to cancel)
- Press **RLS**

Speed Dial Numbers

#	Telephone Number	Telephone Destination

Hymax **32**
Personal Speed Dial numbers 01 – 09
System Speed Dial numbers   10 – 99

Hymax **32i**
Personal Speed Dial numbers 001 – 009
System Speed Dial numbers   010 – 999

Hymax **128**
Personal Speed Dial numbers 001 – 009
System Speed Dial numbers   010 – 499

PROGRAM SYSTEM SPEED DIAL

- Press **PROG** key twice
- Enter PASSWORD
- Press **HOLD**
- Press **SPEED** key
- Dial Speed Dial Code   10 -   99 for H-32
  Dial Speed Dial Code 010 - 999 for H-32i
  Dial Speed Dial Code 010 - 499 for H-128
- Enter Telephone number

*Press **FLASH** key to clear a number*

- Press **HOLD** key to save

*To insert a pause in the number sequence press
CAMP key. To insert a flash in the number sequence
press **CONF** key. To switch between Pulse and
DTMF dialing press **PROG** key.
Speed Dial numbers over the preset threshold
number can override Toll Restriction.
To look at the programmed Speed Numbers use **MIC**
to go down the list and **TRF** to go up the list.*

TO PROGRAM AUTO REDIAL

- Press **PROG** key
- Press **REDIAL** key
- Enter number of attempts
- Press **HOLD** key
- Enter number of seconds to ring
- Press **HOLD** key
- Enter number of seconds between attempts
- Press **HOLD** key

*Press **FLASH** key to clear any item*

TO LOCK and UNLOCK A PHONE

- Press **PROG** key
- Press **0**
- Press **PROG** key
- Enter Extension number
- Press **MSG** key to Lock
- Press **FLASH** key to Unlock
- Press **HOLD** key to save

HANDS FREE OPERATION

All Terminals can operate handsfree.

*For handsfree operation, the Speaker and Microphone will automatically turn on, when you press the **MIC** key, if the handset has not been lifted.*
To activate handsfree operation during a call, press the MIC key and replace the handset.

*To end handsfree operation simply lift the handset and continue the conversation or press **RLS** to terminate the call.*

Handsfree operation is not available for Paging and Intrude (Outside Line or Extension).

*To turn the microphone on and off during handsfree mode, press the **MIC** key*

AUTOMATIC TRUNK SELECTION

If an Outside Line has not already been accessed for Redial and Speed Dial, the system will access an Outside Line automatically.

DSS or DIRECT STATION SELECTION

*The **DSS** is the panel on the Terminal which has 24 Keys that can be programmed for Exchange Lines, Extensions or Speed Dial numbers.*

WARNING TONE

When activated, a tone will be received at programmed intervals while talking on an Outside Line to remind caller of call length.

01 August 2001

Speed Dial Numbers

#	Telephone Number	Telephone Destination

Hymax **32**
Personal Speed Dial numbers 01 – 09
System Speed Dial numbers   10 – 99
Hymax **32i**
Personal Speed Dial numbers 001 – 009
System Speed Dial numbers   010 – 999
Hymax **128**
Personal Speed Dial numbers 001 – 009
System Speed Dial numbers 010 – 499

TERMINAL KEY FUNCTIONS

DATA / DND
Do Not Disturb. Night Mode light (indicator)

SPEED / INT
Speed Call Numbers. Internal Call light.

CONF
Used to set up 3 and 7 way Conference.
Intrude.

PROG
Used for Programming

CAMP
Intrude Tone

MSG
Set and Respond to Message Calls. Outside Line
Volume control.

REDIAL / CB
Last Number Redial. Call Back When Free.

FLASH
To clear Data in Programming Mode.
To clear same line for re-use.

HOLD
Put calls on Hold and Retrieve Calls from Hold.
Save Program Settings.

MIC
Allows Handsfree Mode. Handsfree Mute.

TRF
Transfer Calls. Night & Day Mode Toggle.

RLS
Release or Terminate a Call.

TERMINAL FEATURES

TO MAKE AN OUTSIDE CALL
- Dial Access Code
- Dial Telephone number

TO ANSWER AN INCOMING CALL
Ringing on your phone:
- Lift handset

TO TERMINATE A CALL
- Press **RLS** key
Or
- Replace handset

TO CALL AN EXTENSION
- Dial Extension number
Or
- Press a **DSS** key

TO CALL THE SWITCHBOARD
- Dial 9

TO CALL AN EXTENSION HUNT GROUP
(Programmable)
- Dial 78
- Dial Extension Hunt Group number (1 - 8)

TO PUT A CALL ON HOLD
- Press **HOLD** key

To retrieve the call:
- Press **HOLD** key or flashing **DSS** key
The **HOLD** key functions as '**L**ast **I**n **F**irst **O**ut'

TO TRANSFER A CALL

- Press **DSS** key (HOLD is automatic)
- Announce the call (if not busy) (optional)
- Press **TRF** key

OR

- Press **HOLD** key
- Dial Extension number
- Announce the call (if not busy) (optional)
- Press **TRF** key

When transferring a call to a busy Extension, the call will be camped on. When the Extension replaces the handset, the phone will ring.

HOLD PICKUP

To retrieve the last call put on hold by another Extension.

- Dial 75
- Press **TRF** key

EXCLUSIVE HOLD

This prevents other Extensions retrieving the call.

- Press **HOLD**
- Press **TRF** key

TO PARK A CALL

- Press **HOLD** key
- Dial 76
- Dial Call Park bin number (0 - 9)
- Press **TRF** key

If Park bin is occupied (indicated by a Special Tone) dial another Call Park bin number.

TO RETRIEVE A PARKED CALL

- Dial 76
- Dial Call Park bin number (0 – 9)
- Press * key

SET TERMINAL DISPLAY MESSAGES

Messages:
1. Call (4329988)
2. Call St: (24)
3. Meeting (5:30)
4. Be Back (4:30 or 7/19)
5. Day Off (7/30)
6. Lunch (12:00)
7. Vacation (7/23)
8. Off Duty (5:00)
9. (Personal Message)

To set:

- Press **PROG** key
- Press **MSG** key
- Dial Message number (1 – 9)

Press **FLASH** key to cancel

- Enter Date/Time (* for ":", # for "I")
- Press **RLS** key

For the personal message:-
Press 2 once for "a", twice for "b", three times for "c". Press 1 for "q" and "z". The "0" key does the full alphabet and also all symbols. The * key moves one space to the left and the # key one space to the right.

CALL DEDICATED DOOR PHONE

If your system is equipped with a Dedicated Door Phone (Hymax 32 Only), it can be called;

- Dial 791

The Door Unit can also be used as a room monitor.

To unlock the Door while talking to the Door Unit;

- Dial 0

PAGE A GROUP OF TERMINALS

- Lift handset
- Dial Extension Group number (1 – 7)
- Press # key
- Pause for tone
- Make your announcement

PAGE ALL TERMINALS

- Lift handset
- Press # key
- Dial 9
- Pause for tone
- Make your announcement

EXTERNAL PAGE

Paging through external speakers
- Lift handset
- Press # key
- Dial Zone Number (1 – 8)
- Pause for tone
- Make your announcement

To page ALL Zones use Zone number 0.

PAGE ALL INTERNAL & EXTERNAL

- Lift handset
- Press # key
- Press * key
- Pause for tone
- Make your announcement

ANSWERING A PAGING CALL

Meet-Me Page
- Lift handset
- Press # key twice

CALL BACK WHEN FREE

Automatic Callback by busy Extension or Line
- Dial Extension or Access Line (Busy)
- Press **REDIAL/CB** key

System will call back when Extension or Line is available.
The call back will be automatically cancelled if not answered within 20 seconds.

TO SET A MESSAGE

- Call Extension
- Press **MSG** key

The MSG lamp on a Terminal will flash when there is a waiting message.

TO RESPOND TO A MESSAGE

- Press **MSG** key

TO CLEAR A MESSAGE

Only by the Extension that set the Message.
- Call Extension
- Press **FLASH** key

RINGING CALL PICKUP

"Directed Call Pickup" from an Extension;
- Call Ringing Extension
- Press ***** key

"Group Call Pickup" from an Extension Group;
- Dial Extension Group number (1 – 7)
- Press *****

"System Call Pickup" will answer any ringing call;
- Press ***** key

PROGRAM PERSONAL SPEED DIAL

- Press **PROG** key
- Press **SPEED** key
- Dial Speed Dial Code   01 – 09 for H-32
- Dial Speed Dial Code 001 – 009 for H-32i
- Dial Speed Dial Code 001 – 009 for H-128
- Dial number *or* **FLASH** to clear
- Press **HOLD** key

To insert a pause in the number sequence press CAMP key. To switch between Pulse and DTMF dialing press PROG key.

USING SYSTEM / PERSONAL SPEED DIAL

Without seizing an Outside Line:
- Press **SPEED** key
- Enter Speed Dial Code   01 – 09 for H-32
- Enter Speed Dial Code 001 – 999 for H-32i
- Enter Speed Dial Code 001 – 499 for H-128

LAST NUMBER REDIAL

Without seizing an Outside Line:
- Press **REDIAL** key

SAVED NUMBER REDIAL

To save the number already dialed, while on an Outside Line:
- Press **SPEED** key
- Press * key

To call the number again:
- Press **SPEED** key
- Press # key

ON-LINE SAVED NUMBER

To save a number while on an Outside Line:
- Press **DATA** key during conversation
- Enter number to be saved

To call the number again:
- Press **SPEED** key
- Press **DATA** key

DO NOT DISTURB

To set or clear:
- Press **PROG** key
- Press **DATA** key

The Do Not Disturb lamp flashes when set.

INTRUDE ON AN OUTSIDE CALL

(Only if Programmed for this function)
- Lift handset
- Call Extension
- Receive Busy Tone
- Press **CONF** key
- You can now converse with the Extension

EXECUTIVE MONITORING

(Only if Programmed for this function)
- **DO NOT** Lift the handset
- Access an Outside Line or Call Extension
- Receive Busy Tone
- Press **CONF** key
- You are now monitoring the call

If handset is lifted, Intrude feature will be in effect.

WHO WAS THAT ??

- Dial Your Own Extension Number
- This will ring the extension that last tried to ring you.

SMDR ACCOUNT CODE

To enter an account code while on an outside call. Account code may include 0 – 9, *, #.
- Press **MSG** key
- Dial account code (up to 8 digits long)

AUTO REDIAL

(Programmable)
- Do **NOT** lift handset
- Make an Outside Call (number is busy)
- Press **REDIAL** key
- System will automatically redial up to 99 times
- Lift handset when ringing is heard.

*To re-activate, press **REDIAL** twice without lifting the handset.*
If Auto Redial has not been programmed, the system will Redial only once.

SET MEETING REMINDER CALL

Once only Reminder call:
- Dial 742
- Enter Time (HHMM)

Daily Reminder call:
- Dial 741
- Enter Time (HHMM)

For HHMM use 24 Hour format.

To cancel:
- Dial 741 or 742
- Press **FLASH** key

OUTSIDE LINE VOLUME CONTROL

To increase handset volume while on an Outside Line.
- Press **MSG** key
- Press **MSG** key again

There are two volume levels and the volume is reset to normal when the call is terminated.

CONFERENCE (3 Party)
- Make initial call (internal or external)
- Press **HOLD** key
- Make second call (internal or external)
- Press **CONF** key

PRIVACY RELEASE – *7 Party*
- Make initial call (internal or external)
- Press **CONF** key

The next Extension calling your Extension will join the conference.
*Press **CONF** key again for each additional Extension.*

INTRUDE TONE
- Call Extension (Busy)
- Press **CAMP** key
- Wait for Extension to respond

To respond to the Intrude Tone

- Press **HOLD** key
- You will be connected to the calling Extension

LOCK YOUR PHONE
- Dial 74#
- Dial password code (1 – 6 digits)
- Press **HOLD** key

To unlock your phone:
- Dial 749
- Dial password code (1 – 6 digits)
- Press **HOLD** key

CALL FOLLOW ME

To forward all calls from another Extension :
- Lift the handset
- Dial 71
- Press ***** key
- Type in your own Extension number
- Dial 1 to activate
- Dial 2 to de-activate

This diverts all calls from your Extension to the Extension doing the setting i.e. that you are sitting at.

CALL FORWARDING – ALL CALLS

To Forward All Calls to another Extension :
- Dial 71
- Dial Extension number that must receive your calls.

To Forward All Calls to an External Number :
- Dial 71
- Press **#** key
- Enter Speed Dial Code   01 –   99 for H-32
- Enter Speed Dial Code 001 – 999 for H-32i
- Enter Speed Dial Code 001 – 499 for H-128

When the handset is lifted a Special Tone will be heard.

CALL FORWARDING WHEN BUSY

To Forward Calls to another Extension when Busy:
- Dial 72
- Dial Extension number that must receive your calls.

To Forward Calls to an External Number :
- Dial 72
- Press **#** key
- Enter Speed Dial Code   01 –   99 for H-32
- Enter Speed Dial Code 001 – 999 for H-32i
- Enter Speed Dial Code 001 – 499 for H-128

When the handset is lifted a Special Tone will be heard.

CALL FORWARDING NO ANSWER

To Forward Calls to another Extension when No Answer:
- Dial 73
- Dial Extension number that must receive your calls.

To Forward Calls to an External Number :
- Dial 73
- Press **#** key
- Enter Speed Dial Code   01 –   99 for H-32
- Enter Speed Dial Code 001 – 999 for H-32i
- Enter Speed Dial Code 001 – 499 for H-128

When the handset is lifted a Special Tone will be heard.

TO CANCEL ALL CALL FORWARDS

- Dial 71, 72 *or* 73

VOICE ANNOUNCE / SIGNAL CALLING

When an Intercom Call is made to a Terminal, the caller can switch from Signal Calling to Voice Announce:
- Press **#** key

MICROPHONE DEFAULT

To set your Terminal for automatic Microphone off when receiving a Voice Announce Call;
- Press **PROG** key
- Press **MIC** key
- Press **FLASH** key to set default to OFF or
- Press **MSG** key to set default to ON.

BACKGROUND MUSIC

*To play **or** cancel background music-on-hold:*
- Leave handset down
- Press **#** key