

Speed Dial Numbers

LG 100 and LG FPII

*Personal Speed Dial numbers 00 – 19
System Speed Dial numbers 200 – 399*

LG 162

*Personal Speed Dial numbers 00 – 19
System Speed Dial numbers 200 – 999*

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.



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.

SLT 1

6.4 cm

6.8 cm Times Roman 24

7.8 Size H=.92 W=3.15 Times R 30
Scale 92% 94%
8.7 cm Arial 16
9.4 cm

10.1 cm Times Roman 12
10.6 cm Times Roman 12
11.1 cm

SINGLE LINE TELEPHONES

TO MAKE AN OUTSIDE CALL

- Lift the handset and dial 0
- Dial the telephone number required

TO ANSWER AN INCOMING CALL

Ringing on your phone:

- Lift the handset and answer

TO ANSWER A WAITING CALL

You will hear a warning tone in the handset.

- Hang up on present call OR
Park present call OR
Transfer the present call and hang up

TO TERMINATE A CALL

- Replace the handset.

TO CALL THE SWITCHBOARD

- Lift the handset
- Dial 9

TO CALL INTERNAL EXTENSIONS

- Lift the handset
- Dial the Extension number on the keypad

TO PUT CALL ON/OFF HOLD

- Lift the handset
- Press the ***E/Flash*** key to put a call on hold
- Press the ***E/Flash*** key again to take a call off hold

MAKING AN UNSCREENED TRANSFER

- Put the call on hold by pressing ***E/Flash*** key
- Dial Extension number on numeric keypad
- Replace the handset

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

Speed Dial Numbers

SLT 2

LG 100 and LG FPIII

Personal Speed Dial numbers 00 – 19

System Speed Dial numbers 200 – 399

LG 162

Personal Speed Dial numbers 00 – 19

System Speed Dial numbers 200 – 999

MAKING A SCREENED TRANSFER

SLT 3

- Put call on hold by pressing **E/Flash** key
- Dial Extension number on numeric keypad
- Wait to announce the call
- Replace the handset to transfer

Press **E/Flash** key to retrieve the call if no transfer is required.

ANSWERING A SPECIFIC RINGING EXTENSION

When you hear a specific telephone ringing

- Lift the handset
- Dial 7
- Dial the Extension number of the ringing telephone and answer the call.

ANSWERING A RINGING EXTENSION IN YOUR GROUP

- Lift the handset
- Dial 66

Extensions have to be pre-programmed into groups

ANSWERING A CALL IN NIGHT SERVICE

- Lift the handset
- Dial 69 and answer

BROKER CALL

- Make or receive the first call (internal or external)
- Put call on hold by pressing ***E/Flash*** key
- Make the second call (internal or external)
- Press ***E/Flash*** key to toggle between parties

Press **E/F** function key to toggle between Conference can be established if required.

LAST NUMBER REDIAL

- Lift the handset
- Dial 52 or press the **REDIAL** key

PROGRAMMING PERSONAL SPEED DIAL NUMBERS

- Lift the handset
- Dial 55
- Dial in Personal Speed Dial code (00 – 19)
- Dial the telephone number
- Press the ***E/Flash*** key to save
- Type the next speed dial code and continue programming as directed.

To exit, replace the handset

USING SPEED DIALLING

- Lift the handset
- Dial 58
- Enter Speed Dial code 00 – 19
for Personal Speed Dial
- Enter Speed Dial code 200 – 999 (LG162)
200 – 399 (LG100)
200 – 399 (LGFP II)
for System Speed Dial.

CALL BACK WHEN FREE

Automatic Callback by busy Extension or Line

- Dial Extension or Trunk Line (Busy)
- Press ***E/Flash*** key
- Dial 56

You will hear confirmation tone

- Hang up

System will call back when Extension or Line is available.

The callback will be automatically cancelled if not answered within 20 seconds after Call Back.

TO PARK A CALL

- Press **E/Flash** key
- Dial Call Park Bin 601 – 619 (LG162)
601 – 610 (LG100)
601 – 605 (LGFPII)

If Park Bin is occupied (busy tone) then press **E/Flash** key and ask caller to hold then follow the above procedure with a new Park Bin number.

- Hang up (on confirmation tone)

NOTES

SLT 4

CONFERENCE CALLS

- Make or receive the first call (internal or external)
- Put call on hold by pressing **E/Flash** key
- Make the second call (internal or external)
- Warn party that you are doing a conference call and press **E/Flash** key, wait 1 second, then press **E/Flash** key again.

All three parties will now be connected.

SET DISPLAY MESSAGES

You can choose preselected messages to be displayed on the LCD screen of the Extension calling you.

Messages:

- 01) Lunch, Rtn HH:MM
- 02) On Vacation Rtn at MM DD
- 03) Out of Office Rtn Time HH:MM
- 04) Out of Office Rtn at MM DD
- 05) Out of Office Rtn
- 06) Call: XXX
- 07) In Office : Sta XXX
- 08) In a Meeting Rtn Time HH:MM
- 09) At Home
- 10) At Branch Office

To activate:

- Lift the handset
- Dial 3 (confirmation tone)
- Dial 77
- Dial number of desired message and Date, Time or Extension number required.
- Press **E/Flash** button

To cancel:

- Lift the handset
- Dial 3 (confirmation tone)
- Dial 77 and #
- Hang up

INTRUDE TONE

If you dial a busy Extension you can alert the busy Extension with a tone :

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

REGISTERING A PASSWORD

To register password:

- Lift the handset
- Dial 3 (confirmation tone)
- Dial 44
- Dial new 5-digit password
- Press the **E/Flash** key
- Replace the handset

To change your password:

- Lift the handset
- Dial 3 (confirmation tone)
- Dial 45
- Dial old 5-digit password
- Wait for confirmation tone
- Dial new 5-digit password
- Press **E/Flash** key
- Replace the handset

TO LOCK AND UNLOCK A TELEPHONE

To lock your phone:

- Lift the handset
- Dial 3 (confirmation tone)
- Dial 46
- Press the **E/Flash** key
- Replace the handset

To unlock your phone:

- Lift the handset
- Dial 3 (confirmation tone)
- Dial 47
- Dial your 5-digit password
- Press the **E/Flash** key
- Replace the handset

Confirmation tone will be heard

TO SET A MESSAGE INDICATION

- Call Extension
- If there is no answer, press **E/Flash**
- Dial 56

TO RESPOND TO A MESSAGE

- Lift the handset
- Dial 57

Your Extension will automatically call the Extension that left the message on your Extension

SLT 5

CALL FOLLOW ME

To forward all calls from another Extension:

- Lift the handset
- Dial 54
- Dial Option 0
- Type in your own Extension number
- Dial Password (see instructions on Registering Passwords further on)

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:

- Lift the handset
- Dial 54
- Dial Option 1
- Dial Extension number that must receive your calls.

CALL FORWARDING WHEN BUSY

To Forward Calls to another Extension when Busy:

- Lift the handset
- Dial 54
- Dial Option 2
- Dial Extension number that must receive your calls when you are busy on a call.

CALL FORWARDING NO ANSWER

To Forward Calls to another Extension when No Answer:

- Lift the handset
- Dial 54
- Dial Option 3
- Dial Extension number that must receive your calls when you do not answer the call.

CALL FORWARDING BUSY / NO ANSWER

To Forward Calls to another Extension when Busy AND/OR No Answer:

- Lift the handset
- Dial 54
- Dial Option 4
- Dial Extension number that will receive your calls when you are busy on another call or do not answer the call.

TO CANCEL ALL CALL FORWARDS

- Lift the handset
- Dial 54 and #
- Replace the handset

NOTE :- Call Follow Me can only be cancelled from the Extension that set the Follow Me.

SLT 6

SETTING DO NOT DISTURB

- Lift the handset
- Dial 53 on the keypad
- Replace the handset

Setting indicated by stutter dial tone on future calls.

TO CANCEL DO NOT DISTURB

- Lift the handset (listen for stutter dial tone)
- Dial 53 on the keypad
- Replace the handset

PAGING INTERNAL PRESET GROUPS

Paging internal speakers of Terminals only

- Lift handset
- Dial group number 401 – 420(LG162)
401 – 415(LG100)
401 – 405(LGFPII)
- Pause for tone
- Make your announcement

EXTERNAL PAGE

Paging external speakers (PA System) if applicable

- Lift the handset
- Dial 48
- Pause for tone
- Make your announcement

PAGE ALL INTERNAL AND EXTERNAL

- Lift handset
- Dial 49
- Pause for tone
- Make your announcement

ANSWERING A PAGING CALL

- Lift handset
- Dial 44

You are automatically connected to the paging party