

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.

TERM 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



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

Hymax Service Information

SWB 1

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SWITCHBOARD FEATURES

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

DAY / NIGHT SERVICE

To activate Night Service Mode :

- Press **DND** key

To cancel Night Service Mode :

- Press **DND** key again

The DND light will be solid red when Night Service Mode is activated.

To set up automatic Day/Night Service Mode :

- Press **TRANS/PGM** key again
- Dial # 9

To set Day and Night Mode transfer times :

(Press * to skip a time setting)

- Enter Day Mode start time (HHMM)
- Enter Night Mode start time (HHMM)
- Press **HOLD/SAVE** key

ERASING STATION FEATURES

To erase features or messages set by another Extension :

- Press **TRANS/PGM** key
- Dial # 9
- Dial Extension number twice
- Press **HOLD/SAVE** key

ENTERING NAMES INTO EXTENSION NUMBERS

To enter a name *nExt* to an Extension number

- Press **TRANS/PGM** key
- Dial # 8
- Dial Extension number
- Type name using codes overleaf
- Press **HOLD/SAVE** key

Where an Extension number is required twice, a range of Extension numbers can be entered.

Speed Dial Numbers

SWB 2

LG 100 and LG FPII

Personal Speed Dial numbers 00 – 19

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LG 162

Personal Speed Dial numbers 00 – 19

System Speed Dial numbers 200 – 999

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

PROGRAM SYSTEM SPEED DIAL

SWB 3

- Press **TRANS/PGM** key
- Press **SPEED KEY**
- Enter Speed Dial code 200 – 999 (LG162)
200 – 399 (LG100)
200 – 399 (LGFPII)
- **Dial telephone number
- Press **HOLD/SAVE** key to save
- If desired, type in name using the keypad.
- Press **HOLD/SAVE key to save**

Press HOLD/SAVE key at this point to clear existing telephone numbers

TO LOCK OTHER EXTENSIONS

Password must be registered on the Extension

- Press **TRANS/PGM** key
- Dial #2
- Dial Extension number twice
- Press **HOLD/SAVE** key

TO UNLOCK OTHER EXTENSIONS

- Press **TRANS/PGM** key
- Dial #3
- Dial Extension number twice
- Press **HOLD/SAVE** key

MEETING REMINDER / ALARM CLOCK

Reminder calls for another Extension:

- Press **TRANS/PGM**
- Dial 41
- Dial Extension number twice
- Enter Time in 24hr mode (HHMM)
- Press **HOLD/SAVE** for Once Off Alarm or
- Press # and **HOLD/SAVE** for Daily Alarm

To cancel:

- Press **TRANS/PGM**
- Dial 42
- Dial Extension number twice
- Press **HOLD/SAVE** key

TO DISABLE / ENABLE TRUNK LINES

- Press **TRANS/PGM** key
- Dial * 8
- Press the **DSS LINE** key

HANDSFREE OPERATION

All Terminals can operate on handsfree dialling. The LKD 8DS model is fully handsfree. The speaker and Microphone will automatically be activated when most keys are pressed.

*To activate handsfree operation during a call, press the **MON** key and replace the handset.*

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

Handsfree operation is not available for Paging.

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

EXTENSION RANGE

Where the instruction requires the Extension number to be entered twice, an Extension Range can be entered to effect multiple Extensions at once.

DSS or Direct Station Selection

The DSS is the panel on the Terminal that has 48 Keys that can be programmed for Exchange Lines, Extensions or Speed Dial numbers.

DSS KEYS FOR 2/8 BUTTON TERMINAL

- Press **TRANS/PGM** key
- Press **DSS** key
- Press **TRANS/PGM** key
- Dial Code below:-

TO PROGRAM NAMES

A name can be up to 7 letters using codes below:

A = 21 B = 22 C = 23 D = 31 E = 32 F = 33
 G = 41 H = 42 I = 43 J = 51 K = 52 L = 53
 M = 61 N = 62 O = 63 P = 71 Q = 7* R = 72
 S = 73 T = 81 U = 82 V = 83 W = 91 X = 92
 Y = 93 Z = 9# . = 13 , = *3 : = *2 SP = *1
 0 = 00 1 = 10 2 = 20 3 = 30 4 = 40 5 = 50
 6 = 60 7 = 70 8 = 80 9 = 90

NOTES:

SWB 4

TERM 2

TERMINAL FUNCTION KEYS

DND/FWD

Do Not Disturb / Forward / Night Service
Allows you to forward calls to other Extensions.
Activates and deactivates Night Service on the SWB.

SPEED

Provides access to Speed Dial Numbers.

CONF

Used to establish Conference calls.

TRANS/PGM

Used to transfer calls to Extensions.
Programming.

REDIAL

Redials Last Number Dialled.

CALLBK

Callback when free.
Allows you to reserve a busy Extension

VOLUME

Controls volume.

MUTE

Allows you to switch the built –in microphone on and off.

FLASH

To terminate and seize a selected trunk line (not available on ISDN)

HOLD/SAVE

Put calls on Hold.
Save Program Settings.

ICM

Internal Call Monitor

MON

Monitor.
Allows Handsfree mode.

TERMINAL FEATURES

SWB 5

TERM 3

TO MAKE AN OUTSIDE CALL

- Dial Access Code (**0**)
- Dial telephone number

TO ANSWER AN INCOMING CALL

Ringing on your phone:

- Lift the handset
- Press **MON** key (for handsfree)

TO TERMINATE A CALL

- Replace the handset

Or

- Press the **MON** key (in handsfree)

TO CALL AN EXTENSION

- Dial Extension number

Or

- Press **DSS** key

TO CALL AN EXTENSION HUNT GROUP

(Programmable)

- Dial 620 – 649 (LG 162)
- Dial 620 – 634 (LG 100)
- Dial 620 – 627 (LG FPII)

TO PUT A CALL ON HOLD

- Press **HOLD** key

To retrieve the call:

- Press the flashing **DSS-Line** key

EXCLUSIVE HOLD

This prevents other Extensions from retrieving the call.

- Press **HOLD** key twice

To retrieve the call:

- Press the flashing **DSS-Line** key

TO TRANSFER A CALL

- Press **DSS Ext** key (HOLD is automatic)
- If desired, wait to announce the call
- Replace the handset

OR

- Press **TRANS/PGM** key
- Dial Extension number on the keypad
- If desired, wait to announce the call
- 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.

TO PARK A CALL

Park is a temporary HOLD, which allows an Extension to retrieve the call from the Park Bin. This feature is most commonly used in conjunction with a Public Address System or Paged announcement.

- Press **TRANS/PGM** key
- Dial Call Park Bin: 601 – 619 (LG162)
601 – 610 (LG100)
601 – 605 (LGFPII)
- If Park Bin is occupied (busy tone) then press **TRANS/PGM** key and dial another Park Bin number as above.
- Hang up (on confirmation tone)

TO RETRIEVE A PARKED CALL

- Dial Call Park Bin number (601 – 619)

SET TERMINAL DISPLAY MESSAGES

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:

- Press **TRANS/PGM KEY**
- Dial 77
- Dial number of desired message and date, time or Extension number if required.
- Press **HOLD/SAVE** key
- **DND/FWD** is flashing

To cancel:

- Press flashing **DND/FWD** lamp

SWB 6

TERM 4

PAGING PREPROGRAMMED GROUPS

Paging through 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

PAGE EXTERNAL

Paging through External speakers if applicable

- Lift 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

Meet-me page

- Lift handset
- Dial 44

You will automatically be connected to the paging party.

SAVED NUMBER REDIAL

To save a telephone number already dialled, for future use.

- Press **SPEED** key twice

To call the telephone number again:

- Press **SPEED** key
- Dial # key

MEETING REMINDER/ALARM CLOCK

Reminder calls on your own Extension:

- Press **TRANS/PGM**
- Dial 41
- Enter Time in 24hr mode (HHMM)
- Press **HOLD/SAVE** for Once Off Alarm or
- Press # and **HOLD/SAVE** for Daily Alarm

To cancel:

- Press **TRANS/PGM**
- Dial 42
- Press **HOLD/SAVE** key

CONFERENCE

- Make initial call (internal or External)
- Press **CONF** key (to register party)
- Make next call (internal or External)
- Press **CONF** key (to register party)

Continue this last step until all parties are contacted.

- Make final call (internal or External)
- Press **CONF** key twice (to activate)

Up to six parties can be involved in a conference call.

SWB 7

TERM 5

CALL BACK WHEN FREE

Automatic Callback by busy Extension or Line

- Dial Extension or Trunk Line (Busy)
- Press **CALLBK** key or **TRANS/PGM** and dial 56
- Replace handset

System will call back when Extension or Line is available

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

TO SET A MESSAGE INDICATION

- Dial Extension (no answer)
- Press **CALLBK** key or press **TRANS/PGM** and dial 56

The **CALLBK** lamp on the called Terminal will flash when there is a waiting message. The screen will display “MSG” and the called Extension number should you have been busy on a call when they become available.

TO RESPOND TO A MESSAGE

- Press flashing **CALLBK** key or dial 57

The Extension numbers that leave **CALLBK** will be indicated on the screen. Press **CALLBK** to see the CLI telephone number that was missed. Press **HOLD/SAVE** to dial **VOLUME** up/down to view and **CONF** to clear.

RINGING-CALL PICKUP

“Specific Call Pickup” from another Extension;

- Dial 7
- Dial ringing Extension number

“Group Call Pickup” within Extension Group.
(pre-programmed)

- Dial 66

“Night Line Pickup” will answer **ANY** Incoming call when the system is in Night mode.

- Dial 69

REGISTERING PASSWORD

Used in conjunction with locking/unlocking a phone

To register password for the first time

- Press **TRANS/PGM** key
- Dial 44
- Dial new 5-digit password
- Press **HOLD/SAVE** key

To change your password:

- Press **TRANS/PGM** key
- Dial 45
- Dial old 5-digit password
- Wait for confirmation tone
- Dial new 5-digit password
- Press **HOLD/SAVE** key

TO LOCK AND UNLOCK TELEPHONE

To lock your phone:

- Press **TRANS/PGM** key
- Dial 46
- Press **HOLD/SAVE** key

To unlock your phone:

- Press **TRANS/PGM** key
- Dial 47
- Dial 5-digit password
- Confirmation tone is heard

INTRUSION ON BUSY EXTENSION

(PRE-PROGRAMMED)

*To intrude on a busy Extension, you must have a pre-Programmed **INTRUDE** Key.*

- Dial busy Extension number
- Press **INTRUDE** key
- You can now converse with the party.

SWB 8

TERM 6

PROGRAMMING FLEXIBLE DSS KEYS

- Press **TRANS/PGM** key
- Press desired **DSS** Key THEN

To save as Extension

- Type in Extension Number
- Press **HOLD/SAVE** key

To save as Speed Dial Number

- Press **SPEED**
- Type in Speed Code (00 – 19) or (200 – etc)
- Press **HOLD/SAVE** key

To save as Call Park Bin number

- Dial Call Park Bin number:
 - 601 – 619 (LG 162)
 - 601 – 610 (LG 100)
 - 601 – 605 (LG FPII)

To save as Dial-Memo Key

- Press **TRANS/PGM** key
- Dial 80
- Press **HOLD/SAVE** key

To save as SPEED Key

- Press **TRANS/PGM** key
- Dial 90
- Press **HOLD/SAVE** key

To save as DND/FWD Key

- Press **TRANS/PGM** key
- Dial 93
- Press **HOLD/SAVE** key

To save as CONF (Conference) Key

- Press **TRANS/PGM** key
- Dial 91
- Press **HOLD/SAVE** key

DSS Keys containing Trunk Lines or Loop Lines cannot be changed or erased by the user, but any other existing feature will be overwritten and replaced by a new feature programmed.

PROGRAM PERSONAL SPEED DIAL

- Press **TRANS/PGM** key
- Press **SPEED** key
- Dial Speed Dial code 00 – 19
- **Dial telephone number
- Press **HOLD/SAVE** key to save
- If desired, type in name using the keypad
- Press **HOLD/SAVE** key to save

Press **HOLD/SAVE key at this point to clear existing telephone number.

USING SYSTEM / PERSONAL SPEED DIAL

- **Press **SPEED** key
- Enter Speed Dial code 00 – 19
 - for Personal Speed Dial*
 - Enter Speed Dial code 200 – 999 (LG162)
200 – 399 (LG100)
200 – 399(LGFPII)

for System Speed Dial

Press **SPEED key twice to Dial by Name

LAST NUMBER REDIAL

- Press **REDIAL** key

AUTO REDIAL

- Press **MON** key
- Make an Outside Call (number is busy)
- Press **REDIAL** key
- System will automatically redial until it connects
- Lift handset when ringing or answered

*When the Terminal is in idle state (handset down), you can press the **REDIAL** twice to activate this function.*

SWB 9

TERM 7

CALL FOLLOW ME

*To forward all calls from another Extension:
Password must be registered.(see instructions on
Registering Passwords further on)*

- Do not lift the handset
- Press **MON** key
- Press **DND/FWD**
- Dial Option 0
- Type in your own Extension number

This diverts all calls from your Extension to the Extension doing the setting

CALL FORWARDING – ALL CALLS

A Terminal Extension can only forward to another Terminal Extension or Internal Group.

To Forward All Calls to another Extension:

- Do not lift the handset
- Press **MON** key
- Press **DND/FWD**
- Dial Option 1
- Dial Extension or Internal Group number

The DND/FWD lamp flashes when any type of Call Forward is programmed.

CALL FORWARDING WHEN BUSY

To forward calls to another Extension or Internal Group when Busy :

- Do not lift the handset
- Press **MON** key
- Press **DND/FWD**
- Dial Option 2
- Dial Extension or Internal Group number

CALL FORWARDING NO ANSWER

To Forward Calls to another Extension or Internal Group when No Answer:

- Do not lift the handset
- Press **MON** key
- Press **DND/FWD**
- Dial Option 3
- Dial Extension or Internal Group number

CALL FORWARDING BUSY / NO ANSWER

To Forward Calls to another Extension or Internal Group when Busy or No Answer:

- Do not lift the handset
- Press **MON** key
- Press **DND/FWD**
- Dial Option 4
- Dial Extension or Internal Group number

SWB 10

TERM 8

TO CANCEL ALL CALL FORWARDING

- Press **MON**
- Press **DND/FWD**
- Dial **#**

Call Follow Me can only be cancelled from the Extension that was followed from.

INTRUDE TONE

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

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

VOLUME CONTROL

To increase, or decrease, handset or speaker volume on an Outside Line.

- Press **VOLUME** key Up or Down

This can also be used to increase or decrease ringing volume.