

Telstra CustomNet Office Telephone

Calling Number Display Telephone

User Guide

To fully benefit from this Australian designed and manufactured telephone, please read the User Guide and keep handy for future reference.

GETTING STARTED

When you unpack the telephone you will need to ensure the cords are placed in the slots in the base as per diagram on page 2.

Connect the telephone to a line and connect the power pack. Lift the handset and check for dial tone. This ensures the telephone is powered up and will ring correctly.



Wait for Dial Tone



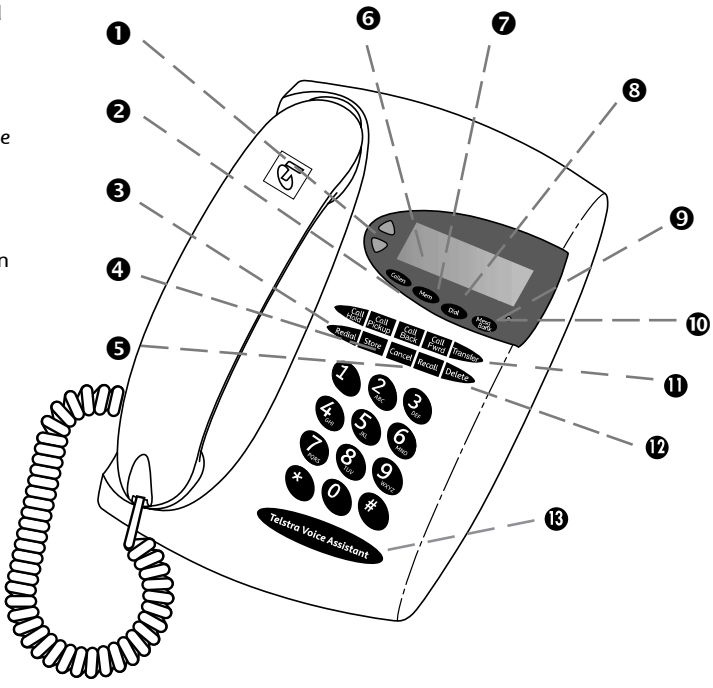
The display will show 

Repeat this step whenever the telephone has been disconnected from the line.



FEATURES OF THE TELEPHONE

1. Ringer & Earpiece level and scroll through Callers & Memory list.
2. Names stored in memory will be displayed when the caller's number matches the number in memory.
3. Redial button used to easily redial the last number dialled.
4. Store button used to turn on Phone Features and Adjust Ringer & Contrast.
5. Cancel button used to turn off CustomNet Features, eg Call Forward.
6. Two line LCD Calling Number & Name Display with an 8 number call list†.
7. 8 Number Memory directory with One-Touch Dial button.
8. Dial button.
9. Visual Message Wait indicator.
10. MessageBank® button used to retrieve messages from MessageBank.
11. One-Touch CustomNet Feature button.
12. Delete button used to delete number from the Callers & Memory lists
13. Telstra Voice Assistant button for voice control of phone features, when available in CustomNet. (Expected availability 2005)



† Not available for blocked calls.

Desk/Wall Mounting Your Office Telephone

Wall mounting diagram

Deskmounting diagram

Note: Short cord is provided with installation of wall socket.







An additional line socket is located at the rear to allow connection of other ACA equipment, eg answering machine, extension ringer or modem

Power Pack socket is located at the rear.

An adjustable handset hook can be set in position for wall mounting by rotating the dial on the rear left side of the phone.

TELEPHONE OPERATION



Adjusting the Ringer Volume When the Telephone is Idle

 **Store**   Confirmation tone will stop at minimum or maximum setting.  Setting will be saved. Display will show  (Min)  (Max)




Adjusting the Ringer Volume When the Telephone is Ringing

Press  or  while the phone is ringing.

Adjusting the Display Contrast

Press **Store** **Store** Display will show black bars. Press  or  to adjust contrast. Setting will be saved. Press **Cancel** to return to idle display.

Adjusting the Earpiece Volume Setting

  or  This adjusts the handset earpiece volume to one of four levels from Low to High. Confirmation tone will stop at minimum or maximum setting.


Note: The earpiece volume resets to normal when the handset is replaced.

The Office Telephone also provides a magnetic coupling in the handset for use with hearing aids with a 'T' position switch.



Last Number Redial


 **Wait for Dial Tone**  This redials the last number dialed.

Callers List

The symbol  on the display shows there is an unanswered new call in the Callers List.




Viewing the Callers List

Press **Callers** then  or  to find the number.



The symbol  will turn off when the callers key is pressed.

Press **Cancel** to return to idle display.

To Dial a Number from the Callers List

Press '0', press **Callers** then  or  to find the number.
then  to dial the number.

Storing Numbers and Names in Memory

1. Press **Mem** then  or  '-' on the display indicates an empty memory location.
2. (Include '0' plus area code). Press **Store** to save number only or
3. Press **Mem** to enter a name using the letters on the dial buttons.
(Maximum 11 letters including spaces)
4. Press **Store** to save the number and name in memory.
5. Press **Cancel** to return to idle display.

Hints





If you make a mistake during programming, press **Delete** to delete the previous letter. OR

press **Mem** **Mem** to start again.



Press **Transfer** to enter a pause between numbers if needed.

The cursor shifts one space to right automatically or enter 0 twice, to include a space.




Copying a Number from the Callers List to Memory

1. Press **Mem** then  or  to find an empty memory.
2. Press **Callers** then  or  to select number.
3. Press **Mem** to enter the name using letters on the dial buttons
4. Press **Store** to save name and number in memory.
5. Press **Cancel** to return to idle display.

Deleting Numbers and Names from the Callers List and Memory

Press **Callers** or **Mem**  or  to select entry, press **Delete** **Delete** to delete the entry.

Dialling from Memory

Press **Mem** press  or   to make the call.

USING MESSAGEBANK®¹ BUTTON

If you are a **MessageBank**®¹ user, it's now even easier to retrieve your messages. Your Office Telephone is programmed to access your Corporate MessageBank by dialling 0125101.

To Retrieve a Message from Your MessageBank®

 Wait for Dial Tone **press**  Follow MessageBank prompts


You Can Store Your PIN Under the MessageBank® Button

Press **Store** **Enter PIN**   and press **Cancel** to return to idle display.

To Delete your PIN

Press **Store**  and press **Cancel** to return to idle display.

Retrieve a Message from Your MessageBank® When You Have Stored Your PIN

 Wait for Dial Tone **Press**  wait for the password prompt,
press  Follow MessageBank prompts

Note: Display shows MESSAGEBANK

You can change the programmed number to access other messaging services, eg MessageBank Virtual & MessageBank Combined.

To Change Your Access Number and PIN to Access Other Messaging Services

Press **Store**  **Enter PIN**  **press**  enter '0' followed by access number 

Flashing Message Indicator

The Office Telephone is designed to provide Visual Message Waiting (a flashing red indicator). When a message is left in your MessageBank service, a signal is sent to your telephone and a red indicator will flash and the word 'MESSAGE' will be displayed. The red indicator will stop flashing a short time after you have listened to all your messages.

1. Available most areas. Monthly access charges and/or message retrieval charges may apply.

On-Hook features when the Power Pack is connected

When the Power Pack is connected to the telephone, the following functions are supported.

- Pre-dialling a number on the display, before lifting the handset.
- Adjusting the ringer volume.
- Adjusting the display contrast.
- Viewing the Callers List.
- Viewing the Memory List.
- Deleting an entry in the Callers List or Memory List.
- Add numbers and names to Memory.
- Light Flashing Indicator

HOW TO USE YOUR TELSTRA CUSTOMNET OFFICE PHONE FEATURES

To Use Call Pickup

This feature enables you to answer a call within your pre-assigned call pick up group.



To Make an enquiry Call While You are on a Call

This feature enables you to call a second person while you are on a call.

During a call press **Recall** **Wait for Dial Tone** **Dial second person** To return to first caller after the second person hangs up, press **Recall**

To Transfer a Call

This feature enables you to transfer a call to another person in the same CustomNet group.



To establish a 3-Way Chat simply press **Transfer** after dialling the second number.

To Turn On Call Forward¹

This feature enables you to forward your calls to your mobile or another number selected.



To Forward Calls to a Number Stored in Memory



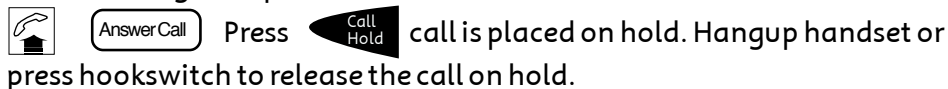
Note: Insert '0' before **Call Fwrd** if not included in Memory.

To Turn Off Call Forward



To Use Call Hold

This enables you to place a call on hold.



To Use Call Back When a Number is Busy

This feature enables you to arrange an automatic call back to a busy number within your internal customer network.



To Cancel Call Back



Using Telstra Voice Assistant²



Press the Telstra Voice Assistant **Telstra Voice Assistant** to help you activate and de-activate CustomNet Call Features, eg Call Forward.

1. Charges apply for forwarded calls.
2. Telstra Voice Assistant will be subject to terms and conditions available from Telstra. Expected to be available for use on CustomNet in 2005.

IMPORTANT SAFETY INSTRUCTIONS

For Your Safety



Do not use the telephone during an electrical storm as it is possible to get a shock. Refer to the Telstra White Pages directory for further information.

RENTAL TERMS AND CONDITIONS

If this telephone is rented from Telstra the rental telephone is subject to the terms and conditions set out in the Standard Form of Agreement that is available from most Telstra Shops or www.telstra.com.au/sfoa. For service difficulties and faults call 13 2255.

PURCHASE TELEPHONE

If this telephone was purchased please refer to the separate warranty details included.

CARE OF THE TELEPHONE

- Avoid hard knocks and do not drop the telephone.
- Keep the telephone away from heaters.
- Clean the telephone surface with a damp cloth. Do not use detergents or immerse the telephone in water.
- The performance of the telephone may be affected by electro-magnetic interference if placed near radio transmitters, diathermy machines, welding machines etc.

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