



SL2100 Multi-Line Terminal Quick User Guide

MAKING A CALL

Lift the handset or press **Speaker**. (For the remainder of this guide we will refer to lifting the handset but pressing the **Speaker** key is also valid.)

- Dial the required internal number
- For external calls, dial **9** first for an outside line

HOLD

Ask the caller to please hold:

- Press **Hold** – hold key flashes.
- You may replace handset if you wish.

To retrieve a call:

- Lift the handset
- Press the **Flashing Line Key**

TRANSFER

With a call in progress:

- Press **Transfer**
- Dial an extension, external number, or programmed one-touch key and announce the call when they answer (optional)
- Replace the handset

Note: If the called extension is busy or does not answer, press the **Green Flashing Key** to return to your caller. If the extension answers and indicate that they do not wish to take the call, ask them to hang up and you will be put directly back to the original caller.

REDIAL

Last dialed number

- Lift the handset and press **#5** to initiate the call

Recently dialed numbers

- Without lifting the handset, press **Redial** (Right Cursor key).
- Press the cursor button up or down to search for the required number
- Lift the handset to initiate the call

CONFERENCE

With a call in progress (internal or external)

- Press the **More** soft key and then the **Conf** soft key
- Dial an internal or external number
- When the third party answers, press the **Add** soft key.
*Repeat the above 3 steps until all parties are in the conference. Then press the **Begin** soft key to begin the conference.*

Note: Any party may exit the conference by hanging up. As long as at least one of the parties is an extension on the phone system, the conference will remain active.

CALL PICK UP

To answer a ringing extension in your group:

- Lift the handset and dial *#

To answer a call ringing at a specific extension:

- Lift the handset and dial * * plus the other extension's number.

CALL PARK

To park a call in the system and retrieve from any other extension.

- Ask the caller to hold then press **Transfer**
- Dial the Call Park access code **#6**
- Enter a park position (01-64)

Call or Page the desired staff member to retrieve the call from the allocated park position.

Note: If the park position you select is in use you will receive the 'busy' tone.

To retrieve a parked call

- Dial the Answer Park access code *6
- Enter a park position (01-64)

Note: If the parked call is not picked up it will recall to the original extension.

VOICE CALL ANNOUNCE

Allows the caller to make the receiver's digital phone automatically answer the internal call and go directly to speaker/hands free.

- Lift the handset and dial the extension number
- Press **Voice** soft key *or* dial **1** while the other phone is still ringing and speak over the intercom.

AUTO HANDSFREE ANSWER

Incoming internal calls to the digital extension are automatically answered and put on hands free/speaker. To activate, press the Speaker key and dial **721**. To cancel, press the Speaker key and dial **723**.

VOICEMAIL

To access your mailbox and retrieve messages

- Push the **VM** soft key, or
- Lift the handset and dial *8

To record a greeting for your mailbox, access your mailbox and use the soft keys below the display

- Press **Greet**
- **Gr1, Gr2, or Gr3**,
- **Rec**
- Speak into the handset after the tone. Once you are done recording, press **#**

*Use the **Lstn** soft key to play back the greeting.*

To forward calls to your mailbox: when your extension is busy or after the no answer timer expires

- Press the Speaker key and dial **744**
- Dial **1** to set
- Dial the destination number **199**
- Press **Speaker** to store

*To cancel, press the Speaker key and dial **744***

PAGING

Allows a user to page all digital headsets.

- Lift the handset and dial *10

SPEED DIALING

To dial a system speed dial:

- Lift the handset and dial **#2**
- Dial the 3 digit speed dial location (000 ~899)

Or, without lifting the handset,

- Press **Directory** (Down cursor key)
- Press the cursor button up or down to search for the required number
- Lift the handset to initiate the call

To add a system speed dial:

- Press the Speaker key and dial **753**
- Dial the speed dial location (000 ~ 899)
- Dial the telephone number you want to store (up to 24 digits)
- Press **Hold** to store
- If desired, enter name using dial pad
- Press **Hold** to store

Note: To move the cursor right press **#**.
To move the cursor left press **Clear/Back**

EXTENSION NAME

To edit the displayed extension name of any extension

- Press the **Speaker** key and dial **700**
- Enter the number of the extension to change
- Enter the name using the dial pad
- Press **Hold** to store

Note: to move the cursor right press **#**. To move the cursor left, press **Clear/Back**

PROGRAMMING ONE-TOUCH KEYS

To program an extension or an external number into a vacant function key

- Press the **Speaker** key and dial **751**
- Press an available Function key
- Dial the *One-Touch* service code **01**
- Enter either an extension number or external number, including 0 for an outside line.
- Press **Hold** to store

Service Code 00 will erase data from function key.

LCD

To adjust the display contrast

- Press **Menu** (Centre Cursor Key)
- Dial **21** and press the **Select** soft key
- Use the cursor button up or down to adjust the display contrast.

SPEAKER/RECEIVER VOLUME

To adjust the speaker/receiver volume

- Press the Cursor key up or down during a phone conversation

RINGER VOLUME

To adjust the ringer volume

- Press the Cursor key up or down while the phone is ringing

KEY PAD TONES

To activate key pad tones

- Press the Speaker key and dial **724** to turn On/Off

CLOCK

To change the time displayed on all handsets

- Lift the handset and dial **728**
- Enter the time in 24hr format (e.g. 9am – 0900)
- Confirmation tone will be heard after entering the digits, then replace the headset

BACKGROUND MUSIC

To listen to the background music source through the loud speaker of a digital handset

- Press the Speaker key and dial **725** to turn On/Off

HANDSET CONTROLS

Call Indicator Lamp

This lamp flashes fast when a call is ringing, or flashes slower when a message has been left.

Alphanumeric Display

The LCD has 3 lines, 24 characters with backlight.

Exit

Exit any screen and return the display to "Time and Date"

Help Key

Explanations of Programmable Keys can be called up on the LCD by pressing and holding the Help key plus Programmable key

Soft Keys

The Soft Keys show the available features for your current activity. Any feature shown at the bottom of the LCD is available.

Programmable Function Keys

Flexible Line keys or Feature keys are assigned by function code 751 (see previous page)

Flash Key

Press key to finish an outside call and hear the dial tone

Transfer Key

Allows the extension user to transfer established calls to another extension

Mute (Microphone Key)

Mute handset or handsfree microphone. LED lights up when microphone is muted

DND (Do Not Disturb) Key

Set up a Do Not Disturb if pressed during a call

Clear/Back Key

press this key to cancel the current action or delete a character

Cursor Key

Access various features with simple operation

Speaker

Controls built-in speaker, which can be used for Hands Free Dialing/Monitoring. LED on key lights when key is active

Hold

Press this key to place an internal or external call on hold

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