Toshiba Windows Operator Console Quick Guide

Make an internal call

Keyboard

Type extension number

Mouse Click on the extension name once

Make an external call Keyboard Dial 9 then telephone number

To end a call

Keyboard

Press Enter/ Release key

Mouse

Click on Release key

To transfer a call Announced Mouse only

Click on name once / announce call /

click on transfer

Unannounced Mouse: Double click on name

Keyboard: Dial extension number and press

Enter / Release key

Retrieving a transferred call Announced Mouse

Click on retrieve

Unannounced Click on pick up last key

Holding a call Keyboard Press Ans / Hold key

Mouse Click on hold

Retrieving a held call Click on retrieve (If only one call on hold)

Click on specific line - displayed in loop hold area

(If more than one call is on hold)

Automatic call back (On a busy extension) Click on busy extension

Click on Callback key

Click on release (System will ring you when extension free)

To cancel a callback icon in toolbar

To programme speed dial (System and personal) Click on speed dial icon

Click on personal code 10 – 49 / 100 – 139 (CT) Or 600 – 999 / 200 – 999 (CT) for system speed dial

Click on modify

Enter name and telephone number (Inc 9 for outside line)

Click on save

To use speed dial (System and personal)

Click on speed dial

Click on speed dial code as above

Click dial

Message waiting

(Activates message light on Toshiba phones)

Click on extension Click on MSG waiting key

Last number redial Click on redial key (System will dial last number

dialled either internal or external)

All call page Click on page / tannoy key

Make announcement Click on release

To transfer calls to a mailbox Click on Voicemail

Enter extension number of recipient

Click on OK

On hearing main message click transfer key

To leave a message in voicemail Click on Voicemail

Click on Tone

Dial 8 followed by mailbox number

Leave message

Press # twice to send message

Press / click release