



Tomorrow's Technology **TODAY**



SmartLine Package User Guide

A cost-effective way to increase your calling and call management options

SmartLine is a standard business line with a range of built-in features. These features include:

- Call Diversion
- Call Waiting
- 3 Way Calls
- Auto Callback
- Auto Recall
- Last number redial.

Call Diversion

Use Call Diversion to divert calls to your mobile or another number, so your calls follow you when you're away from your workplace.

To activate your Call Diversion

- Lift the handset and listen for the dial tone
- Dial the diversion option code:
 - *31 - divert all calls immediately
 - *34 - divert calls if line is busy
 - *37 - divert calls if no answer
- Enter the number you want calls to be diverted to (enter the area code if diverting to a mobile or an out-of-town number)
- Press #
- Wait for the confirmation tone (long-short-long)
- Hang up

Phone: 64 9 8132021
Fax: 64 9 8132023
Address: Box15-350, New Lynn, Auckland, NZ
Email: sales@proactivetech.co.nz

To deactivate your Call Diversion

Lift the handset and listen for the dial tone.

Dial the diversion option deactivation code:

- **30 to deactivate all Call Diversions
- **31 - divert all calls immediately
- **34 - divert calls if line is busy
- **37 - divert calls if no answer
- Wait for the confirmation tone (long-short-long)
- Hang up.

Call Waiting

With Call Waiting, you'll know another call is trying to get through if you hear a series of four 'beeps' when you're on the phone. You have three options when this happens:

- Finish your existing call and hang up - the phone will ring with the other call
- Put your first caller on hold by briefly pressing the 'flash' or 'recall' button, then speak to the second caller. You can switch between the two calls as often as you like. Each conversation is private and can't be heard by the other caller
- Ignore the 'beeps' and the second caller will assume there is no reply.

To activate Call Waiting during your call

- Press the 'recall' button
- Dial *52
- Continue your conversation.

To cancel Call Waiting

- Lift the handset and listen for the dial tone
- Dial *54.

To reactivate Call Waiting after cancellation

- Lift the handset and listen for the dial tone
- Dial **54.

3 Way Calls

Use 3 Way Calls to hold a three-way discussion without needing to get together in the same room:

- Dial the first person - wait for them to answer
- Press the 'recall' or 'flash' button briefly - you'll hear the engaged tone and then the normal dial tone
- Dial the second person - when they answer you may talk privately before rejoining the original call. If you don't receive a reply, or the line is busy, press the 'flash' or 'recall' button twice to rejoin your original call
- Press the 'recall' or 'flash' button briefly again - all three parties will be connected.

To briefly call and then disconnect a second person

- Dial the second person as described above
- Press the 'recall' or 'flash' button twice to remove that person and return to your first call
- To disconnect the third person, press the 'recall' or 'flash' button twice.

To disconnect a 3 Way Call

- Simply hang up, or
- Ask one of the participants to hang up if their part for the conference is over.

Auto Callback

If you're trying to call a number and it's engaged or there's no answer, Auto Callback can save you time and effort by calling the number for you, when the busy line becomes free.

To activate Auto Callback

When you dial a number and receive no answer or the engaged tone:

- Hang up
- Lift the handset and listen for the dial tone
- Dial *51
- Wait for the interrupted dial tone
- Hang up.

To deactivate Auto Callback

- Lift the handset and listen for the dial tone
- Dial **51
- Hang up.

Auto Recall

Auto Recall lets you call the last number that called you, even if you didn't answer the call. A message will let you know whether the call was local or national so that you can choose whether or not you want to return the call.

To activate Auto Recall

- Lift the handset and listen for the dial tone
- Dial *50
- Follow the voice prompts - a message will let your know whether the call was local or national
- Continue with the call or hang up.

To deactivate Auto Recall

If the last number you called with Auto Recall is busy, an Auto Callback will be placed on the line automatically. To cancel this:

- Lift the handset and listen for the dial tone
- Dial **50
- Wait for the tone
- Hang up.

Last Number Redial

Last Number Redial provides a quick and efficient way of redialing the last number you have called.

To activate Last Number Redial

- Lift the handset and listen for the dial tone
- Dial *90
- Wait for the ringing tone.