



eircom broadlink 3200

Quick reference guide

eircom business systems



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Introduction to your Featurephone

Welcome

The *eircom broadlink* system is a very powerful business communication system that provides a comprehensive solution for both voice and data needs.

This quick reference guide highlights some of the many voice facilities that are provided by the system. You can use a Standard Telephone or the highly featured Standard Featurephone and Executive Featurephone. This guide helps you to use both types of phone.

eircom broadlink Featurephone

To get the most from your *eircom broadlink*, we recommend that you use the dedicated *eircom broadlink* Featurephones. To order more Featurephones please contact your Account Manager or call *eircom business systems* sales on 1850 567 567.



This diagram illustrates the Executive Featurephone phone which has 16 programmable keys.

How to use your eircom broadlink Feature Phones

Phone Setup

To select a different Ringing Tone or Display Contrast

- Select ▶ Program
- Press the Scroll Down Key (⏴)
- Select ▶ Ringing options and select a different ringing tone
- Select ▶ Contrast Options and select a different level of contrast

Answering and making calls

Answer a call that is ringing on the Featurephone using the handset

- Pick up the handset or
- Select ▶ Answer the call and/or pick up the handset.


Answer a call that is ringing on the Featurephone using hands-free

- Select ▶ Answer the call .

Make an external call

- Pick up the handset
- Press the Line Key or Key 9 and Key the number.

Make an internal call

- Select ▶ Internal call
- Select ▶ Ext. no. , or
- Key the Extension number (20 - 51), and
- Pick up handset, or press. 

Transferring calls

Note: The following instructions assume you are on a call.

Transfer a call to an internal number

- Select ▶ Internal transfer
- Select ▶ Ext. no. and when the call is answered
- Select ▶ Transfer .

Transfer an external call to an external number

- Select ▶ External transfer
- Select an available Line as indicated by “∅” and then
- Key the external number and when the call is answered
- Select ▶ Transfer .

Deflecting calls

Note: The following instructions assume that your Extension is ringing.

Deflect a call to another Extension

Select ▶ Deflect the call
Select ▶ Ext. no. .

Deflect a call to your voicemail box

Select ▶ Deflect to voicemail

Diverting calls

Divert all calls

Press the Scroll Down Key (⏴) until "Divert" is displayed.

Select ▶ Divert
Select ▶ Divert all calls

Key the internal Extension number, or

Key 9 and the target external number, (for incoming external calls only).

Or press "Divert to voicemail"

Cancel divert all calls

Select ▶ Cancel divert .

Divert calls when your Extension is busy

Press the Scroll Down Key (⏴) until "Divert" is displayed.

Select ▶ Divert
Select ▶ Divert when busy

Key the target Extension number, or

Key 9 and the target external number, (for incoming external calls only).

Or press "Divert to voicemail"

Cancel divert a call on busy

Press the Scroll Down Key (⏴) until "Divert" is displayed.

Select ▶ Divert
Select ▶ Divert when busy and the diversion is cancelled.

Divert calls when your Extension does not answer (after four rings)

Press the Scroll Down Key (⏴) until "Divert" is displayed.

Select ▶ **Divert**

Select ▶ **Divert on no answer**

Key the target Extension number, or

Key 9 and the target external number, (for incoming external calls only).

Or press "Divert to voicemail"

Cancel divert a call on no answer

Press the Scroll Down Key (⏴) until "Divert" is displayed.

Select ▶ **Divert**

Select ▶ **Divert on no answer** and the diversion is cancelled.

Diverting Group calls

Divert all calls from a group

Press the Scroll Down Key (⏴) until "Group Divert" is displayed.

Select ▶ **Group Divert**

Select the group which is to be diverted

Select ▶ **Divert all calls**

Key the internal Extension number, or

Key 9 and the target external number, (for incoming external calls only).

Or press "Divert to voicemail"

Cancel group divert all calls

Select ▶ **Cancel Group Divert** .

Select the group

Divert calls when the group is busy

Press the Scroll Down Key (⏴) until "Group Divert" is displayed.

Select ▶ **Group Divert**

Select the group which is to be diverted

Select ▶ **Divert when busy**

Key the target Extension number, or

Key 9 and the target external number, (for incoming external calls only).

Or press "Divert to voicemail"

Cancel group divert when busy

Press the **Scroll Down Key** (⏴) until "Group Divert" is displayed.
Select ▶ **Group Divert**
Select the group
Select ▶ **Divert when busy** and the diversion is cancelled.

Divert calls when a group does not answer (after four rings)

Press the **Scroll Down Key** (⏴) until "Group Divert" is displayed.
Select ▶ **Group Divert**
Select the group which is to be diverted
Select ▶ **Divert on no answer**
Key the target Extension number, or
Key 9 and the target external number, (for incoming external calls only).
Or press "Divert to voicemail"

Cancel group divert on no answer

Press the **Scroll Down Key** (⏴) until "Group Divert" is displayed.
Select ▶ **Group Divert**
Select the group
Select ▶ **Divert on no answer** and the diversion is cancelled.

Voicemail

Note: Voicemail services require the Voicemail Module to be installed.

Enter a personal greeting

Press ☒, and

Select ▶ **Voice messaging**

Enter your Extension number or select Extension from the menu

Then enter your Voice Mailbox Password (default is 1111) followed by #.

Select ▶ **Greetings**

Follow the text and voice prompts to enter and check your greeting.

Turn on your voicemail

Divert on 'no answer' to the Voicemail is automatically set when a voice mailbox is allocated to your extension.

You may also select the other Divert options as required.

Press the Scroll Down Key (⏴) until "Divert" is displayed.

Select ▶ **Divert**

Select ▶ **Divert when busy** or

Select ▶ **Divert all calls**

Select "Divert to voicemail".

Retrieve messages from your voicemail box

Select ▶ **New voice messages**

Enter your Extension number. You will be prompted to

Enter your Voice Mailbox Password, followed by #.

Select ▶ **Play** .

Change your Voice Mailbox Password

Press ☒, then

Select ▶ **Voice messaging** and enter your Extension number.

Enter your existing password, (default is 1111), followed by #.

Press the Scroll Down Key (⏴)

Select ▶ **Change password** and

Enter your new password (up to 8 digits long - e.g. 12341234).

Select ▶ **Confirm**

Personal speed dials


Programme your personal speed dial list – numbers and names

Press , then

Select  **Personal Entries**

Select the location (01 - 30) you want to program, and

Enter the number

Select  **Confirm**. When prompted to enter a name.

Press **2** once for A, twice for B, three times for C; press **3** once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name

Select  **Confirm**.

Press  to finish programming.

Dial a number from your personal speed dial list

Press , then

Select  **Personal speed dial**


Select the desired location and the number will be dialled.


System speed dials

Any extension can programme the 500 system speed dial numbers once the system password is entered by them.

Programme system speed dial list – numbers and names

Press , then


Press the Scroll Down Key ()

Select  **System Entries** and then


Enter the system password

Select the location you want to program, and

Enter the number, and then

Select  **Confirm**. When prompted to enter a name.


Press **2** once for A, twice for B, three times for C; press **3** once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name

Select  **Confirm**. Then select the outgoing line group

Press  to finish programming.

Dial a number in the system speed dial list

Press , then

Select  **System speed dial** and then

Enter the first letter of the name

Select the entry and the number is dialled

Using a standard telephone

The *eircom* **broadlink** supports Tone phones with Timed Break recall.

If you have problems keying or using the 'Recall key' check with the network supplier that they use Tone Dialling and Timed Break recall.

Making calls

Make an external call

Lift handset or use hands-free if available.
Obtain a free Line by keying 9

Make an internal call

Lift handset or use hands-free if available.
Key the Extension number (20, 52), or
Key 0 for the operator.

Transfer external call to an internal Extension

Press the RECALL key (R)
Key the Extension number
Replace handset.

Put an external call on hold

Press the RECALL key (R).
Replace handset to continue to use phone.

Note: Call is held for thirty seconds when the telephone is idle. If the telephone is busy, it will ring when the handset is replaced.

To park an external call

Press the RECALL key (R).
Key 712
Replace handset

To retrieve a call from park

Key 712 from any phone
The parked call is retrieved

Diverting calls

Divert all calls

Lift handset or use hands-free if available.

Key 732

Key the Extension number, or
Key the external phone number (including Line access code 9) followed by #.

Cancel divert all calls

Lift handset or use hands-free if available.
Key 732.

Divert calls when your telephone is busy

Lift handset or use hands-free if available
Key 733
Key the Extension number, or
Key the external number, (including Line access code 9) followed by #.

Cancel divert a call on busy

Lift handset or use hands-free if available
Key 733.

Divert calls when your telephone is not answered (after four rings)

Lift handset or use hands-free if available
Key 734
Key the Extension number, or
Key the external phone number (including Line access code, e.g. 9) followed by #.

Cancel a divert a call on no answer

Lift handset or use hands-free if available
Key 734.

Diverting Group calls

Divert all calls from a group

Lift handset or use hands-free if available.
Key 792 followed by the Group number (180 - 199)
Key the Extension number, or
Key the external phone number (including Line access code 9) followed by #.

Cancel group divert all calls

Lift handset or use hands-free if available.
Key 792 followed by the Group number (180 - 199).

Divert calls when the group is busy

Lift handset or use hands-free if available

Key 793 followed by the Group number (180 - 199)

Key the Extension number, or

Key the external number, (including Line access code 9) followed by #.

Cancel group divert when busy

Lift handset or use hands-free if available

Key 793 followed by the Group number (180 - 199).

Divert calls when a group does not answer (after four rings)

Lift handset or use hands-free if available

Key 794 followed by the Group number (180 - 199)

Key the Extension number, or

Key the external phone number (including Line access code, e.g. 9) followed by #.

Cancel group divert on no answer

Lift handset or use hands-free if available

Key 794 followed by the Group number (180 - 199).

Voicemail

Note: Voicemail services require the Voicemail Module to be installed.

Turn on your voicemail

When you are allocated a voice mailbox 'Divert on no answer' is automatically set to your Voice box

The Voice code is 710

To Divert all your calls to your Voicemail, Key 732 followed by 710

To Divert on Busy to your voicemail, Key 733 followed by 710

Speed dialling

Programme your personal speed dial list

Lift handset or use hands-free if available

Key 75

Enter the location (01-30) where you want to store the number,

Key the number to store, Replace the handset.

Dial a number from your personal speed dial list

Lift handset or use hands-free if available

Key 74

Enter the location (01-30) of the number required, and the number is automatically dialled.

Dial a number from the system speed dial list

Lift handset or use hands-free if available

Key a system speed number – 8001 to 8500.

Feature	Code	Feature	Code
Account Codes	791	Night Service – on/off (Extension 20 only)	738
Call Pick-up (incoming calls only)	726	Operator/Extension 20	0
Call Pick-up Group (all calls)	727	Page – Featurephones	716
Call Waiting Tone Protection	725 (R725)	PA – answer	717
CLIR activation	724	PA announcement	720
Conference	R3	Page All	795
Display Messages	729 (1 - 8)	Park	R712
Divert All	732 xx	Pick up parked call	712
Divert on Busy	733 xx	Redial	77
Divert on No Answer	734 xx	Reminder Call	718
Do Not Disturb – set/cancel	736	Reminder Call cancel	718*
Door Open	731 (R731)	Reset telephone	739
Extension Lock – change code	714 xxx	Ring Back	R5
Extension Lock - lock/unlock	713 xxx	Saved Number Redial	781-785
External Call Hold	R	Speed Dial – personal numbers	74(01 - 30)
External Extension	52	Speed Dial – system numbers	8001-8500
Follow Me	735 (Password) xx	Speed Dial /programming personal numbers	75(01 - 30)
Forward Recall	R722	Voice call (to an individual Featurephone)	715
Group divert All Calls	792	Voice Mailbox number	710
Group Divert on Busy	793	Voice mail–retrieving	711
Group Divert on No Answer	794	Waiting tone	R8



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