

Answering a Call

Either lift handset or press SPEAKER. There is an option to ignore the call whilst ringing.

Making a Call

Lift handset or press speaker or headset, prefix for outside line (dependant on programming) and the external number.

To call from Call Logs – (must have Caller ID to view incoming) Press OPTIONS, Select CALL LOG from main menu, find the number from either incoming or outgoing and select the line feature button beside number you wish to dial. Press Speaker or lift handset to place call
To call from Speed Dials – press OPTIONS, select SPEED DIAL, use the key pad to press number that corresponds to number you wish to call

Transferring a Call

Press TRANSFER to put active call on hold, when you hear the tone either dial the number you wish to transfer to, or select FrDir key and select number from the directory. Announce the call then press TRANSFER again and select OK key. If the called party does not wish to take the transferred call press DROP, to retrieve the held call press the line feature key next to the number.

Holding a Call

Press the HOLD button, to retrieve either press the HOLD button, if hands free press the line feature button associated with the held call or press HOLD, if using a headset press HOLD

Parking a Call

When there is an active call a PARK soft key will be displayed, press Park, OK and hang up. To retrieve parked call from the telephone where it was originally parked there will be an UNPRK or RETRV . Lift handset, press UNPRK to retrieve a single parked call, or to retrieve one of several parked calls press the line feature button against the parked call you wish to retrieve. To pick up from another phone lift handset, select RETRV and select the call you wish to retrieve.

Conference Calling

When on an Active Call, press CONFERENCE button, press DIAL softkey, and dial number of second party, the first party is put on hold automatically. When second party answers press CONFERENCE again. This adds the second party and takes the first off hold. Repeat to add more parties.

To drop someone from a conference select the line feature of that person and press the DROP softkey. This places the other party on hold, press SELECT softkey to retrieve them. To place all parties on hold press the HOLD button and press again to retrieve.

Do Not Disturb

Select the OPTIONS key, select DND, then choose either ON or OFF

Call Forwarding

Calls can be forwarded either to voicemail, an extension number listed in directory or a number you specify (ie outside line)

- 1) To forward to voicemail: Select CFwd softkey. Select ALL CALLS , or After 3 Rings on the menu. Select Chg, then Voicemail, then Save, make sure set to ON, then Exit.
- 2) To forward calls to directory number: Select CFwd, All Calls or After 3 Rings, select Chg, then Directory # (corporate or personal), select line feature against number you wish to use, select Save, then Exit.
- 3) To forward calls to an external number: Select CFwd, All Calls or After 3 Rings, then select Chg, then Dialed #, enter number calls are to be forwarded to, select Next, Save, then Exit.
- 4) Cancel Call Forwarding: Select CFwd, All Calls or After 3 Rings, Select OFF then Exit.
- 5) To change number of rings before forwarding: Select CFwd, select After 3 Rings, Select Chg, then use the - or + softkey to decrease or increase number of rings, Save then Exit.

VOICEMAIL:

To retrieve your voicemail messages Select the Vmail softkey, enter password and select done. Select the line feature button beside the entry you want to play (most recent will be at the top) and select Play (options will appear to pause, rewind, forward or delete the message)

To listen to a voicemail message while the message is being recorded: If caller starts to leave a message, a softkey called Lstn will appear. Press it, you can hear the caller leaving the message but they cannot hear you. If you wish to speak to the caller press the Answ softkey or you can ignore.

To record your voicemail greeting: Select Options, User Options, Voicemail, Record Greeting, Lift handset, select the Rec softkey, speak clearly into microphone, select Stop, then either press Play to listen to recording, or Save and Ok, or Rec to re-record greeting. Then select Exit.

To Select Zero Redirect – This function gives the caller an option to press 0 to call another number (eg a mobile), you must state this in your message. If the caller chooses to press 0 they must do so before the end of your greeting (make this clear in your greeting).

To set up Zero Redirect: Select Options, User Options, Voicemail, choose Zero Redirect, Chg, enter the number you wish the call to be redirected to, select Done, then Exit.

CALL LOGS

The Call Log contains 2 lists of telephone numbers comprising of upto 200 combined records. Incoming (received and missed calls) and Outgoing (record of dialled numbers). Numbers from either list can be used to make calls out and can also be saved to Personal Directory/Speed Dial.

To View a Call log – press OPTION, Call Log, select Out or In. Use the soft key options available to clear lists, callback or save

DIRECTORY

Personal or Corporate Directory

Select the Dir softkey, MyDir, Add, enter name, Next, Enter phone number (prefix with a 9 if ISDN or PSTN lines or 8 if SIP lines), Next, Save, Exit.

PAGING

Phones can be set up into paging zones. To broadcast an announcement to a paging zone: Press Options, paging, and either select General Page (to all phones in network) or press the line feature button against the Zone you wish to page (Zones are set at time of programming). Wait for tone, make your announcement then press Done or hang up, Exit.