

## Phone User Guide

To make a call internally or externally, pick up the handset and dial the number required. You do not need to dial 9 to get an outside line.

**HOLD** – to place a call on hold, whilst connected to the call press the button located under Hold on the screen. To retrieve a call placed on hold, lift the handset and press the green flashing light.

**TRANSFER** – to transfer a call to another extn, whilst connected to the caller press button located under Transfer button followed by the extension number you wish to transfer the call to. You then have 2 options, you can either replace your handset on the phone, the call will then be transferred or you can wait for the other extension to answer, announce the caller and then replace your handset on the phone. If the person that you are transferring too does not wish to take the call, let them terminate the call and press green flashing light to get back to the original caller. When transferring, if the call is answered by voicemail, to retrieve the call press the button under Cancel on the display.

**CONFERENCE** – to set up a conference call, Dial a number, when the call is connected press the button below Conf on the screen, dial the next member of the conference, when the call is connected press the button below Conf again, all parties will now be able to talk to each other, repeat the process for each additional party to the conference. When the conference has finished replacing the handsets on the phone will terminate the conference.

**MENU (A)** – using this button allows you to configure you phone for your personal preferences.

**CONTACTS (BOOK)** – pressing this button will give you a list of numbers that are stored within either the system or your personal directory. Using the directional arrow keys at the top of the phone you can scroll through ALL, Personal, External, or Internal contacts. When in your personal contacts you can add, edit or delete you own numbers that are unique to your phone.

**CALLLOG(Handset + 3 Lines)** – by pressing the CALL LOG button you can see a list of calls made from or to your extn, using the directional arrow keys at the top of the phone you can scroll through these calls and if required, using the soft keys under the screen, either delete, call or add the number to your personal directory

### Voicemail

To turn personal voicemail off dial \*19 to turn voicemail on dial \*18, voicemail is on in default.

To set up personal voicemail, Press the MESSAGE button, press the DOWN ARROW Key until Greeting is displayed on the screen, press SELECT, follow the instructions on the screen.

To retrieve any personal voicemail messages left. Press the MESSAGE key, the screen will then display how many New/Old/Saved messages you have. Press SELECT, you can then scroll through the messages and listen, forward, save or delete them as required.

It is recommended that you set a passcode for your mail box, to do this press the Message Button, using the DOWN ARROW Key scroll down to PASSCODE, press select, enter your passcode and then press Save. Pass codes must not consist on consecutive numbers or repeat numbers e.g. 1234, 1111, 3333, 9876 etc.