

Getting Started - Button Layout

Options

Accesses services and options to customise your phone

Hold

Hang up

Mute

Volume

Basic Call Handling

Accesses a list of received/missed calls

Presence

Available/Busy/Meeting/Out Of Office/ Vacation

Transfer

Line/Call Appearance

Line presentation for incoming and outgoing calls

Speaker/Handset

Toggle the phone's audio between speaker and handset



Hot Keys

Your phone has been setup with the following Hot Keys. Press and hold (3 secs)

1 - to access your Voicemail

9 - to perform a call Pickup

Basic Call Handling


Placing a Call

Lift the handset or Press  for Speakerphone
Dial number and press the  Dial key


Ending a Call

Place the handset on its cradle or press 

Answering a Call

Lift the handset for handset operation or press the
Line key or  for handsfree operation.



Ignoring a Call

Press the  when the phone is ringing to ignore the incoming call and send the incoming call to voicemail (if configured)

Muting

Press the  key to mute the handset, headset or speaker

Holding and Resuming

To place a call on hold, press  when connected to call.
To resume, press  again or press the Line key which call is on



Voicemail

To access your voicemail hold down 1 or dial 555 from your Desk phone. Follow the prompts/instructions to setup personal greeting and manage voice messages.

Call Transferring



Blind/Cold Transfer

Blind transfer transfers the current call to the recipient immediately and disconnects you. This works well if the transfer recipient is awaiting a call from somebody.

To make a Blind transfer simply press on the  then enter the recipients number. Then press  again.

Attended/Warm Transfer

Attended transfer allows you to introduce the call to the recipient prior to connecting the transfer through.

To make an Attended transfer simply press on the  then enter the recipients number. Then press the right arrow to **Dial** to call recipient. Once introduction is made and recipient is willing to take the call, press  again.



Tip: To remember to press the Transfer button at the start and at the end, think of a sandwich. With the recipient being the sandwich filling.


Transfer > Recipient > Transfer

3-Way Conferencing

In an active call, press the  key



Select **Services > Conference**.

Dial the number of the other party or, if applicable, press the Line key where the other party is being held.

When the other party answers, press the  and select **Services > Conference** again.

Customisation

Adjusting the Volume

Press   during a call to adjust call volume. Pressing while handset is down and inactive adjusts ringer volume.

Selecting a Ringtone

Press  and select **Preferences > Tones > Ring Tone**

Scroll through the tone list by pressing  and 

Press  or  Enter to set it.