

TO MAKE A CALL

External

Lift handset
Dial line access code '0' or '9'
Dial the required number

Internal

Lift handset
Dial the extension number

TO ANSWER A CALL

Lift handset
Dial '40'

TRANSFER

During a conversation press 'Recall' key to place call on transfer hold
Dial the extension number
Wait for extensions to answer and announce call and/or hang up

HOLD

Press 'Recall'
Dial '50'

Retrieving a Held Call – Same Extension

Lift handset
Dial '50'

Retrieving a Held Call – Different Extension

Lift handset
Dial '53'
Dial incoming line number (01, 02, 03)

CONFERENCE

While in conversation
Press 'Recall' to put call temporarily on hold
Dial 3rd party
Press 'Recall'
Dial '3' to conference calls

SPEED DIAL

Lift handset
Dial '**'
Enter speed dial number

DO NOT DISTURB (DND)

Lift handset
Dial '710'
Dial '1*' to set
Dial '0' to clear

To override call the extension dial '2' and wait

PAGE

Lift handset
Dial '620'
Make announcement

AUTOMATIC CALLBACK

Dial the busy extension
Dial '6'
Hang up

The busy extension will notify you when they become free

CALL WAITING

Lift handset
To turn on lift handset
Dial '7311'
To turn off lift handset
Dial '7310'

CALL FORWARDING

Internal

Lift handset
Dial '710'
Then:
Dial '2' for All Calls
Dial '3' for Busy
Dial '4' for No Answer
Dial '5' for Busy/No Answer
Dial '7' for Follow Me
Dial '8' for Follow Me Cancel

After each of the above you must then dial the extension number to forward the calls to except on Follow Me option where you will dial your extension number.

To Cancel

Dial '710'
Dial '0'
Hang up

CALL PICK UP GROUP

Allows you to pick up a call that is ringing at another extension within your extension group.

Lift Handset

Dial '40'

Confirmation tone (optional)

Talk

If Tenant Service is utilised this feature is only available for the calls ringing on an extension within the same tenant.

OR

If Groups are utilised extensions must be members of the same group.

This feature will not work for call waiting calls.

PARKING CALLS

Placing A Call On Park

Press 'Recall' to place call on hold

Dial '52'

Enter the parking zone (0-9)

Hang up

Retrieving A Parked Call

Lift handset

Dial '52'

Enter the parking zone (0-9) where the call is parked

LAST NUMBER REDIAL

Lift handset

Dial '#'