

Making a Call

1. Lift handset from cradle
2. Dial the number you want to call
3. You will see the digits appear on the screen
4. As you start entering the number, you will see that the soft keys change function
5. When you have entered the number in full press the Talk button or **Call** soft-key
6. To end the call press the **Off** key



Answering a Call

You can answer a call in three ways:

- Press the **Talk** button (4)
- Press the **Call** soft-key (3)
- Press the **Speaker** button (6)

Mute / Un-mute

During your call, press the **Mute** soft-key (3). To un-mute, press the mute button again

During Mute you can hear the other party/parties, but they cannot hear you. Whilst Mute is active

The message Muting is displayed on the handset and the Mute soft key will flash. When you press the mute button again to un-mute, the Muting displayed will disappear and the Mute soft-key will no longer flash

Call Hold and Resume

During your call, press the **Hold** soft-key (3)

To resume the call, press the Hold soft-key again

When a call is on Hold, the message Line on Hold is displayed and the Hold soft-key will flash, when the call is taken off hold the message Line on Hold will disappear and the Hold soft-key will stop flashing

Call Transfer

1. During a call press the **Menu** soft-key (3)
2. Select the **Transfer** option from the menu options available
3. Enter the number of the person you want to transfer the call to (extension if part of the LSE telephone directory or full telephone number if not)
4. When the person answers you can announce the caller
5. To transfer, press the **Transfer** soft-key which will be available

Code	Key Desk Telephone Shortcut
**3	Pick up a call to a colleague's telephone (if in a group pick up)
88	Access Voicemail and change Voicemail greetings
#9	Activate Call Forwarding - immediately forwards all incoming calls to a specified number
##9	Deactivate Call Forwarding
#988	Automatically transfer all calls to Voicemail.
##9	Deactivate auto transfer of calls to voicemail