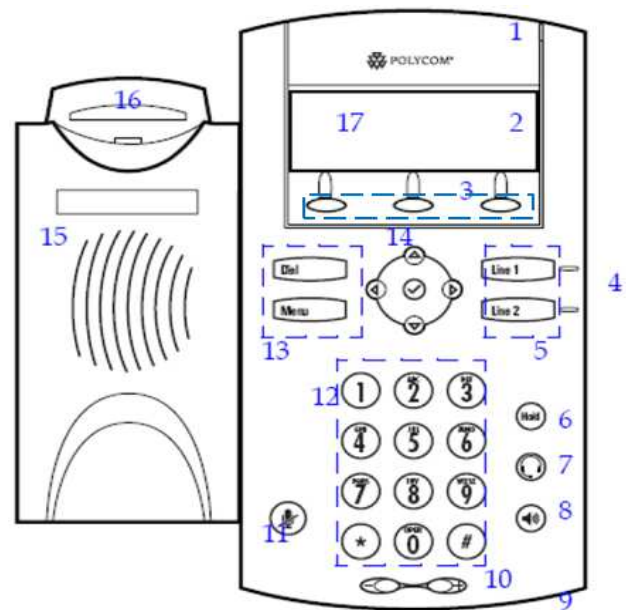


Desk Telephone 331: Call Management

www2.lse.ac.uk/telephoneguides

Making a Call

1. Leave the handset on-hook.
2. Dial the number you want to call, use the Backspace soft key (3) to remove incorrect entries.
3. You will see the digits appear on the screen.
4. When you have entered the number in full, press Dial (13), or just lift the handset.
5. When the called phone starts to ring, lift the handset if you haven't already done so and prepare to speak. Leave the handset on-hook for a hands-free call.
6. To end the call, replace the handset, or alternatively press the End Call soft-key (3).



Answering a Call

1. Pick up handset to answer the call.
2. If using the speakerphone press the Speakerphone button (8) and talk.
3. If using the optional headset press the headset button (7).

Mute / Un-mute

1. During your call, press the red Mute button (11). You can hear the caller, but they cannot hear you.
2. To un-mute, press the Mute button again to allow the caller to hear you.

Please note: Whilst Mute is active, the message waiting indicator (1) is illuminated and in addition the mute icon is present on the Graphic display (17).

Call Hold and Resume

1. During your call, press the Hold soft key (3).
2. The Hold soft-key turns into the Resume soft-key when a call is on hold. Press the Resume soft-key to return to the call.

Call Transfer

1. During a call press the Transfer soft-key (3) to put the caller on hold.
2. Enter the number of the person you want to transfer the call to (extension or full telephone number).
3. When the person answers you can introduce the caller or press the transfer soft key (3) immediately to transfer the call.

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