

DESK TELEPHONE

Your new office telephone has all the traditional features you would expect: make and answer calls, transfer calls, initiate conference calls and access/manage your voicemail.

OVERVIEW OF DESK TELEPHONE



KEY FEATURES OF THE DESK TELEPHONE

CALL MANAGEMENT

- **Making a call:** Leave handset on hook, dial required number then lift the handset.
- **Answering a call:** Pick up the handset.
- **Ending a call:** Hang up the handset or press the 'End Call' soft key.
- **Operator:** Dial '100' for the Operator.
- **External Line:** Don't dial '9' for an outside line, just dial the number.

CALL TRANSFER

- During a call press the 'Transfer' soft key (to put the caller on hold) and enter the transfer phone number.
- Either wait for the user to answer or press the 'Transfer' soft key immediately.

CALL HOLDING

- During your call, press the 'Hold' button to place the user on hold. Press again to resume the call.

CONFERENCE CALL

- Call the first party as described in Call Management.
- Press 'Conference' soft key to put caller on hold.
- Dial the second party and press the 'Conference' soft key to add them to the call.

MUTE / UN-MUTE

- During your call, press the red 'Mute' button. Press again to unmute. During mute you can hear the other party but they cannot hear you.

GETTING STARTED

To start using your telephone you must first change your Voice Portal passcode and record a voicemail greeting:

- Dial 88 from your telephone.
- When prompted enter the passcode emailed to you by Telecoms followed by hash (#).
- Follow the instructions to enter your new passcode and to record your new voicemail.

PASSCODE REQUIREMENTS

Your passcode must conform to the below criteria:

- At least five digits and not the same repeated five times.
- Not your own extension number forward or reversed or the previous code used.

VOICEMAIL

- The message waiting indicator will flash red to indicate you have voicemail.
- Dial 88 to access voicemail and enter your passcode
- Follow the voice prompts to access your voicemail.
- By default all voicemail is also sent by email.
- Access your voicemail externally from 020 3040 4599

DISPLAY CONTROL KEYS

- Up arrow – Speed dial information.
- Left arrow – Received calls.
- Down arrow – Missed calls.

KEY SHORTCUT CODES

With the handset on the hook, dial the following codes followed by the 'Dial' button:

**3	Pick up a call to a colleague's telephone (if in a
88	Access voicemail and change voicemail greetings.
#9 + number	Activate call forwarding - immediately forwards all incoming calls to a specified number.
##9	Deactivate call forwarding.
#988	Automatically transfer all calls to voicemail.
#21	Deactivate auto transfer of calls to voicemail.