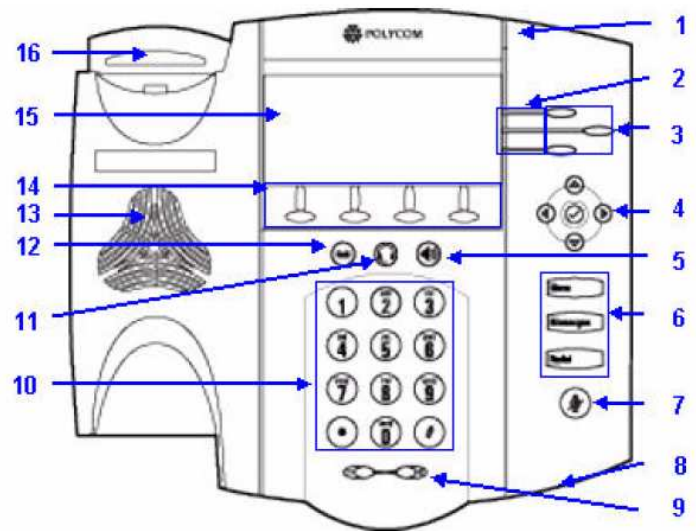


Desk Telephone 450: Call Management

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 (14) to remove incorrect entries.
3. You will see the digits appear on the screen.
4. As you enter the number, the soft keys will change function.
5. When you have entered the number in full, press Dial (6), or just lift the handset.
6. 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.
7. To end the call, replace the handset on the hook, or press the End Call soft-key (14).



Answering a Call

1. Pick up handset. If using the speakerphone press the speakerphone button (5). You can also press the line key button on the right hand side of the handset, or the Answer soft-key (14).
2. If using the optional headset press the headset button (11).

Mute / Un-mute

During your call, press the red Mute (7) button. To un-mute, press the Mute button again.

During Mute you can hear the other party/parties, but they cannot hear you. While Mute is active, the message waiting indicator will light up and the mute icon will be on the Graphic display.

Call Hold and Resume

During your call, press the Hold key. To resume the call, press the Hold key again or the Resume soft-key.

Call Transfer

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