

# 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.
- Right arrow – Placed 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 group pick up).
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.