Making internal calls
- Dial the extension number required or press the relevant extension key.

Making external calls
- Dial 9 followed by the telephone number.

Answering calls (internal & external)
- Lift the handset or press the Hands free key.
- An internal call will be 1 long ring. An external call will be 2 short rings.
- Check the display, this will tell you the name of the internal caller or will show the external number calling you.
- If the display shows **** or simply says External the caller has withheld their number.
- If you are using a headset, to answer the call press the Hands free key and use the Disconnect Call key to finish your call.

To set a call back (on a busy extension)
*The call back function only works on internal calls*
- On hearing the busy tone, press Callback in the display.
- When their extension becomes free your phone will ring, when you lift your receiver the called extension will ring immediately.

To transfer a call
- Dial the extension number, or the external number (prefixed with a 9) and announce the call if applicable. Press the Transfer key in the display or simply hang up.
- NB External transfer is only possible if the facility has been authorised on your extension.

To cancel the transfer
- If there is no answer, or the extension user does not wish to take the call, press the disconnect key to disconnect the call from the extension and then press the top right display key where you see your caller holding.

To hold a call
- Press the Hold key in the display. The handset symbol will be replaced by a musical note.

To regain a held call
- Press the top right display key where you see your caller holding. You will be reconnected to the caller.

To redial the last 10 external numbers dialled
- Press and release the redial key to redial the last external number.
- OR press and hold the redial key (for 2 secs) the display will show the last 10 dialled numbers. Scroll down using Up/Down Navigator and press OK to dial the number highlighted.

To send MF Touch Tones – DTMF (needed when dialling into external voicemail or auto attendant system)
- Press MF Code in your display or dial 69. You can now follow the voice prompts by pressing the requested digits on your keypad.

To answer a call for another extension in your pick up group
- Press the Pick Up key in the display or dial 14. This will intercept the longest waiting call ringing to your pick up group.

To answer a call for a specific extension or one that is not within your pick up group
- Dial 13 and the extension number.
• To intercept a call on the main telephone number when the system is in night service (Restricted Mode)
• On hearing the night bells or a night service phone ringing, lift your handset and dial 15 to intercept the call. If your phone rings with night service calls, lift your receiver to answer the call.
• To set up a conference call with your extension and 2 other parties
• When you are on a call and wish a third person to join the conversation, dial the extension number or external number prefixed with a 9. This will put your first call on hold, when you are connected to the second person dial 50.
• To park a call (This enables you to leave a call on one extension and retrieve from an alternative extension)
• When you have a call active dial 12. Then hang up.
• To retrieve a parked call
• From any extension press Park or dial 12 then enter the extension number of where you originally parked the call.
• To divert all calls to an alternative destination
• Lift your handset, press your Divert key or dial 61 and enter the required destination - 510 for voice mail, an internal extension number or an external number pre-fixed with a 9.
• NB External diversion is only possible if the facility has been authorised on your extension.
• To divert your calls for when your phone is busy
• Lift your handset and dial 62 and the required destination.
• To cancel a divert
• Lift you handset and press your Divert key or dial 60.
• To dial by name for internal and the company directory
• You must search by first name. Press Dial Name enter the name on the keypad (this uses predictive text). Use the arrow keys to scroll through the possible entries and press OK to call the name displayed.
• To make a call from the system speed dials
• Lift your handset and dial the relevant system speed dial (from 7000 – 7999).
• To remove your phone from a hunt group
• Dial 66 and the hunt group number that you want to withdraw from.
• To put your phone back into a hunt group
• Dial 67 and the hunt group number that you want to become a member of.
• To activate your loud speaker
• During conversation if you press your loudspeaker key, the caller’s voice will come out of the speaker. As there is no handsfree microphone the caller will not hear any background noise. Be aware of speaker volume as this may cause an echo.
• To change your ringing tone and volume
• Use the Up/Down Navigation key until Settings is displayed, press OK. Scroll until Phone is displayed, press OK.
• Select 1 for Ringing, select 1 to change the ring tones or press 2 to change the volume.
• Press OK to confirm your settings.
• To programme your personal speed dial number
• Press your Per/Spd key. Press [i], select a key from 0-9 to store your number under. Enter the name using the numeric keypad, you can use the arrow keys to take you back. Press OK. Enter the telephone number you wish to programme, (remember to enter a 9 to access an external line). Press OK.
• NB Please note to delete an entry follow the above steps, but press and hold your Minus key when the name and number are displayed in the screen.
• To dial your personal speed dial number
• Press your PerSpd key and the relevant speed dial number (0-9).
• To change your display contrast
• To identify the extension number of the handset you are on
• Press [i ] key with handset down and dial 1.
• To lock your phone (this will not allow external calls to be made from your extension)
• Press [i ] key with the handset down. Press 2. Enter password (default 1515). If you are a voicemail user, enter your voicemail password.
• To unlock your phone (this will allow external calls to be made from your extension)
• Press [i ] key with the handset down. Press 2. Enter password (default 1515). If you are a voicemail user, enter your voicemail password.
• To clear text messages for missed calls
• Press your Mail key or dial 50. Press 3. Your screen will show the telephone number of your missed caller. Press OK to call the displayed number. To delete number press and hold your – (minus) volume key.
• To make a Broadcast announcement
• Dial the Broadcast number (from 41 – 48) wait for the beeps to finish. Everything you say will be broadcasted through the loudspeaker of all phones with the group.