

To Make an External Call

Lift handset, Dial 1 for line

To Answer Any Ringing Phone

Dial * 6

To Transfer a Call to another extension

Press RECALL (or FLASH on some phones)

Dial extension number

Replace handset or Wait for an answer, then replace handset

If you misdial the extension

Press RECALL to retrieve the caller and start again

To Hold a Call

Press RECALL

Dial * 7

To Retrieve Call on Hold

Dial * 7 followed by the extension number that placed the call on hold

To set voicemail greeting/record name

Dial 88 and dial 1 for mailbox options then follow the voice prompts to record greeting, then dial *91 and follow voice prompts to set password and record name

Voicemail Programming Options

Dial 88 and press 1 for mailbox options you can then:

- press 1 to record your greeting
- press 2 to listen to your greeting
- press 3 to set the default greeting
- press 4 to rerecord your name
- press 5 to change mailbox mode (change to answer only mode)

Phone Programming Options

Dial 88

1 – Customise mailbox

4 – Change password and language

6 – Activate general monitoring (this will enable the phone to ring on all incoming calls with the reception phone)

7 – Deactivate general monitoring if this has been activated

To access voicemail messages

Dial *91 and follow the voice prompts

To set an immediate forward

Dial *01 then enter the destination number (for voicemail, dial 500). To cancel, dial *00.

1	Outside Line
0	Operator
8000 - 8399	Dialling a System Directory number
# *	Paging All Calls (if enabled on system)
* 7	Parking a Call
* 7 (extn)	Retrieve Parked Call from your own or another extension
# 6 (extn)	Direct Pick Up
* 6	Group Pick Up
* 01	Forward All Calls
* 00	Cancel Call Forwarding
# 1	Redial
3	Conference
500	Voicemail

DOWNERCOMMSPEC
0800 828 888