

Transferring calls:

When transferring a call click on the button on the left-hand side of the screen buttons, type in the extension required and click call (once spoken to the end user you can click on transfer)

Should you wish to just transfer the call and not speak to the other user then click the transfer button and then type the extension and transfer button again – if the other person doesn't pick up the call, then the caller being transferred will either hang up or go to a voicemail.



Call on Hold:

To place a call on hold, click the on the button with a pause mark next to a phone underneath the envelope button. Click resume to continue call.

Divert/forward:

To divert / forward calls from your office handset to another phone you have to click on menu, click on features and forward, press one of the three options (always, no answer, busy – they will become enabled after you have set them up), then click enable and type in the number.

Voicemail

To pick up voicemail (red light flashing on your phone) you can click on the envelope on the right-hand side of the handset and will then need to type in your voicemail passcode.

DND

DND on your phone means Do Not Disturb – please do not use this as your colleagues won't be able to pick your phone up

Missed Calls:

To clear/view your missed calls, click on the arrows in a circle.

To place on Hold:

Click on the button on the screen that says hold, to remove someone from hold simply click on resume.