**Make Calls Using your Desk Phone**

* Pick up the handset and enter the number using the dial pad, then select the “OK” button or “Send” soft key
* Dial the number using the dial pad and hit the speaker  button to make the call
* If you are using a headset, press the “headset” button. Enter the number using the dial pad and press the “OK” button to send the call

# Transfer Calls Using your Desk Phone

*Attended Transfer*

1. During an active call, press the “Tran” soft key. The caller is put on hold and you can enter the number to whom you wish to transfer the call to using the dial pad.
2. Enter the number to whom you want to transfer the call.
3. Press the “OK” button to initiate the transfer.
4. Wait until the destination party picks up the call and then confirm the transfer.
5. Press the “Trans” soft key to complete the transfer.

To cancel the transfer before the call before the desired party picks up, press the “Cancel” soft key.

*Blind Transfer*

1. During an active call, press the “Tran” soft key. The caller is put on hold and you can enter the number to whom you wish to transfer the call to using the dial pad.
2. Enter the number to whom you want to transfer the call
3. Press the “Tran” soft key to complete the transfer and connect the call to the number which you are transferring.

**Configure your Voice-mail**

You can configure your voice-mail by dialling “999”. Once connected to voice-mail, you will be presented with the voice-mail auto attendant interface. This feature will then present you with a voice menu system which announces the voice-mail options and allows you to dial a key to access and manage those options. The initial options you are presented with are the following:

* Dial \* to play your messages
* Dial 9 to go to options
* Dial Hash(#) to exit

To configure your voice-mail, dial “9”. The following are the options announced by the voice-mail system and by dialling their corresponding keys you can access, change and update these features:

* Dialling “1” allows you to change your profile status.
* Dialling “3” allows you to dial a number.
* Dialling “4” allows you to delete all read messages.
* Dialling “5” allows you change your self-identification message.
* Dialling “6” allows you to play mailbox information.
* Dialling “7” allows you change your voice-mail PIN number (**The current PIN is just your Extension number**.)
* Dialling “8” allows you to change your greeting message.
* Dialling “9” allows you to restart the voice menu’s prompts.

# Check Your Voice-mail

* Pick up your handset and press the “Message” button followed by entering your personal identification number (which is your extensions PIN number as set using Option 7 in “Configuring Voice-Mail”) and then press the “#” button to access, save, check or delete your voice-mail messages.
* Use phone speaker by pressing “Message” button followed by entering your personal identification number (which is your extensions PIN number) and then press then press the “#” button to access, save, check or delete your voicemail

**Create an Ad-hoc Conference Call from your Desk Phone**

If you wish to setup a call conference directly from your phone, you will need to inform the other participants of conference ID and the number they would need to dial. For example, internal callers will need to dial 700 but external participants will need to dial a specific DID (I will be allocating this number within the next few days). After that they need to enter the conference ID that you specified for the conference call. The following steps illustrate how to set up a call directly from your desk phone:

1. Dial the conference extension number - this is 700.
2. You will be requested to enter a conference ID. This can be any number, for example ‘100’ and will be unique identifier for that specific conference session.
3. If you are the first participant, the conference interface will ask you to confirm creation of the conference. Press \* to confirm or # to cancel.
4. You will be asked to speak your name after the beep and press a button to continue.
5. All callers who wish to join the conference must first dial 700 to enter the conference menu and then further specify the same conference ID to join a conference or enter a new ID to create a new conference.
6. You will now enter the conference. If you are the first caller, you will hear music on hold, while you wait for the other callers. As soon as another caller joins, his name will be announced.

Note: Prior to creating the conference, you should notify all of the participants you require to be present in the conference. This notification should include the conference extension number, conference ID, conference PIN, DID and calendar information in the form of an email or any media you deem necessary.

With this system we also have ability to invite external parties using Secure PIN’s wherein you create the Conference room, it will automatically dial all internal extensions at the time of the Conference, and send an email to external parties with the Number to call and the PIN number – the PIN number will be a NEW pin number each time the meeting is created. The INVITE goes to the recipients as an Outlook calender request also which means it is placed in diaries to remind people. WE will get into these more advanced features during a training session and further reading Material.

Regards

LG