Making Calls

Dial the number you wish to call and either pick up the Handpiece, press the Speaker Phone Toggle, or press the Headset DSS Key.

Transferring Calls

DSS Key Transfer: To transfer a call you are on simply press the DSS key of the recipient you want to transfer the call to.

Transfer Key: To transfer the call you are on, press the Call Transfer button and then dial the extension/number of the intended recipient.

Note: Calling charges will apply for calls transferred to external destinations.

Checking Voicemail

Note: The first time you access your voicemail you will be asked to record a message and specify a PIN/Password.

From any internal phone: Dial *97, or press the Voicemail DSS key, enter your extension number and then your PIN/password.

From an external phone: Call your phone until your voicemail answers. Press * once your message starts playing. Then enter your PIN/password when prompted.

Note: Until a voicemail PIN/Password has been set you can only access voicemail from your own phone.

DSS Keys (shortcuts)

DSS keys are pre-programmed single press shortcut keys for common destinations. Their exact function differs depending on their usage context:

When not in a call: Pressing a DSS key will instantly call the destination.

When in a call: Pressing a DSS key will transfer the call to the DSS destination.

There are 5 pages of DSS keys. To switch between these pages use the DSS Screen Next Page Toggle button.

The keys light up to show the status of the destination. Green generally means the destination is available to take a call.

Changing The Phone Ring Tone

1. Press the Menu key.

   Using the Menu Navigation (arrow) and Selector Keys:

2. Navigate to Basic on the menu and press OK.
3. Scroll down to Ring and press OK.
4. Scroll down to Ring type and use the left and right arrow keys to change the tone.
5. Press OK to save the change

Call History

Press the CallLog key to bring up the call history.

Use the left/right arrow arrow keys to switch between All, Inbound, Outbound, and Missed Calls.

Use the arrow keys to highlight the number in the current list and either press OK for more info or the 'Dial' Context Sensitive Option Selector Key to call the highlighted number.

Ending Calls

Depending on the combination of headset/speaker/handset used during a call it might be necessary to specifically end a call.

End a call by simply lifting (if on-hook) and replacing the Handpiece.

Alternatively you can end the call by pressing the 'End' Context Sensitive Option Selector Key for the Control Option shown on the screen.

Changing Voicemail Greeting & PIN

Access voicemail as described in the checking voicemail section:
Press 5 to change settings and then:
    Press 1 to record a new greeting
    Press 3 to change PIN/Password

Basic Operations

Hold - A toggle button to place on and take off hold a caller. Hold music will be played to the caller you've put on hold.

Mute - A toggle button to enable and disable mute. When enabled, the other caller cannot hear you.

Speakerphone - A toggle button to enable and disable speaker phone. Lift the Handpiece to resume the call as normal.

Redial - Press to redial the last called number.

Do Not Disturb (DND) - A toggle button to make your extension unavailable and thus will not ring. Your voicemail will continue to work as normal.

Contact - Contacts can be loaded into the phone from multiple sources. Please refer to the website for advanced instructions.

Additional Help

For more information on using your phone please visit **dialplan.co.nz**
For support with system configurations or problems please call **0800 342 575**