






# Deskphone Quick Reference Guide - T4, T5 Series



## Elements of Your Deskphone


**Line Key:**  Line Keys are the keys on the right and left side of the display.


**Soft Key:**  Soft Keys are the keys on the bottom of your display.

**Pages:**  Your phone may be configured to have pages. They are used to quickly navigate to contacts.


## Ways to Call


**Line Keys:** Press the line key of to the contact you wish to call.

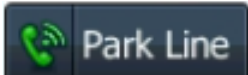


**Redial:** Press the Redial button  to call back the last person you were on the phone with.

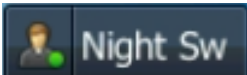
**Call History:** Press the upward arrow key  to quickly access your call history.

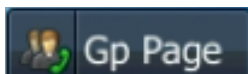
## System Features

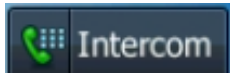
**Voicemail:** To access your voicemail, press the  button. Enter your voicemail PIN - it will be what you entered upon setting up your voicemail. The best way to manage your voicemail is via your User Portal.

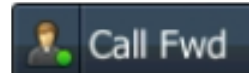

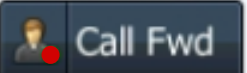
**Do Not Disturb:** The  soft key will activate your Do Not Disturb. When on, your phone signals that it is busy and will not ring.

**Park Line:** The park line allows calls to be held in the system. They can then be picked up from another deskphone. When on a call, press the  key. It will place the call on the park line. The line key will light up red.  Press the  key on any deskphone to pick up a parked call.



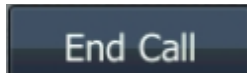
**Night Switch:** The  line key will activate after hours call handling settings.


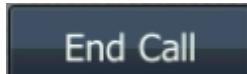

**Group Page:** Group page allows you to speak through the speakerphones of a group in your organisation. Press the  line key and speak through your preferred audio input.

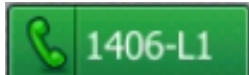
**Intercom:** Intercom allows you to speak through the speakerphone of a specific person in your organisation. Press the  line key, then press the line key or type the extension number of the colleague you wish to intercom.

**Call Forwarding:** Call forward allows you to redirect your calls to any number. To forward your calls, press the  line key. Enter a number that you wish to redirect your calls to. The line key will light up red when call forward is active.   Press the line key again to deactivate call forward.

## Advanced Calling

**Transferring Calls:** To transfer a call to any phone, press the  soft key. Press the line key or enter the phone number of a contact you wish to transfer the call to. If they answer and wish to take the call, press the  soft key to confirm the transfer. If they do not wish to take the call or do not answer, press . You will be returned to the original call.

**Conference Calling:** Conference calling allows you to add multiple parties to a call. To conference call, press the  soft key. Press the line key or enter the phone number of a contact to initiate a conference with. If they do not wish to join the call or do not answer, press . When on a conference call, you can separate the calls by pressing . You will then be handling simultaneous calls.

**Handling Simultaneous Calls:** You have two line keys for handling simultaneous calls. When your lines are in use, they light up green.  To toggle between them, press the corresponding line key. Only one call can be active at a time - the other call will be on hold.