

## Standard Cordless Handset Button Layout

### Button Layout

1. **VM Key:** Access your voicemail box.
2. **Soft keys:** These buttons are interactive and have a changing function based on the phone's status.
3. **Answer key:** Answers an incoming call.
4. **Release key:** Ends the call / sends you back to the idle screen.
5. **Navigation key:** Access several menus based on the direction you press.



## Phone Directory

### Using the Phone Book Directory

**How to access the stored telephone numbers in your system**

Press down on the Navigation Key.  
 Scroll through the list of contacts.  
 Press the Answer key to call the selected user.

## Voicemail

### Accessing your Voicemail

**If you do not know your pin or VM number, contact your system administrator**

Select the VM Key (if configured) or type your voicemail box number. Enter your password: this is your extension number (if requested) followed by your pin number.

### Listening to Voicemail (Options)

Once you have accessed your voicemail inbox here are the options available to you:

- Dial 1 – New messages (Dial 1 again to Replay Message)
- Dial 2 – Next Message
- Dial 3 – Delete Message (Confirm with #)
- Dial 4 – Forward message to someone else
- Dial 5 – Call back the person who left the message
- Dial 6 – Skip the message
- Dial 8 – Record/ re-record message

Hang up when finished.

## Dealing with calls

Answering an Incoming Call	Press the Answer key to answer an incoming call.
Making an External Call	Press the 9 key to pick up an outside line. Once you have the outside line, dial your number.
Making an Internal Call	Dial the extension number of the person you wish to contact.
Rejecting a Call	Press the Release key when a call comes in.

## Transferring a call

Transferring a Call	Press the Ext. Call soft key. Dial the extension number or external number. Either speak to the recipient to announce the call, or simply hang up.
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## Redialling a number

Call Log List of phone numbers called and received	Press the Calls soft key. Select the type of call list you wish to see. Scroll through the list. To redial a number, press the Answer key.
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## Features

Programming Call Forward (Routes your calls to another extension/group/speed dial) All these features will override your voicemail functions.	Dial 554 (Hybrid) or 551 (Cloud) then select one of the following options: <ol style="list-style-type: none"><li>1. Immediate Call Forward (forwards all calls instantly)</li><li>2. Busy Call Forward (Only forward calls when you are on the phone)</li><li>3. No Answer Call Forward (Only forwards calls if you don't answer)</li><li>4. Busy / No Answer Call Forward (Mix of 2 &amp; 3)</li></ol> Dial the extension number To disable all call forwarding, dial 554# (Hybrid) or 502 (Cloud)
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