**Making Calls**

**To call another extension:**

Pick up handset or press Green button on Cordless and dial number. If number is busy, you can set *Ring Back When Free* as follows:

1. Dial any digit and hang up. When extension is free, your phone will ring (a burst of three rings).
2. Answer call as usual, extension will be dialled automatically.

**To make an external call:**

Pick up handset or press Green button on Cordless and either dial number (no prefix required) or use a *Speed Dial Code.*

If you hear busy tone whilst dialling, then call may be barred, check call barring.

**Answering calls**

**To answer call ringing at your own extension:**

Pick up handset or press Green button on Cordless; internal calls have a single ring cadence, external calls have a double ring cadence.

**To answer call ringing at another extension:**

* **\*30**, to answer call ringing anywhere.
* **\*31**, to answer call within your group.
* **\*32\*201#**, to answer extension 201.

**Transferring Calls**

1. Press **R** to get dial tone and put caller on hold.
2. Dial the other extension; you can hang up when it rings or wait until they answer and announce the call.
3. Release the call to complete Transfer.
4. If call doesn’t answer, press **R** to return to held call.

**Call Forwarding**

**To set number to which calls are forwarded:**

Pick up handset or press Green button on Cordless and dial **\*07\*201#** (for 201).

**To set Forward:**

 **SET CANCEL**

Fwd Unconditional **\*01 \*02**

Fwd On Busy **\*03 \*04**

Fwd On No Answer **\*05 \*06**

Fwd Hunt Group Calls **\*50 \*51**

To Cancel All Forwarding **\*00**

**Do Not Disturb**

To switch on, dial **\*08.** To switch off, dial **\*09**.

To add a number to exception list, dial **\*10\*201#** (for 201).

To delete a number from exception list, dial **\*11\*201#** (for 201).

**Voicemail**

To switch on, dial **\*18**. To switch off, dial **\*19.**

To retrieve your Voicemail, dial **\*17.**