

PCS 505

Quick Reference Guide

Version 3.2



Making an Internal Call



Making an External Call



Using Mute



Placing a Call on Hold



Making an Internal Call

Lift your handset.

Dial the extension via the telephone keypad

(If the extension you are ringing is busy or not answered within 20 seconds (default) you will be passed to voicemail, if enabled.)

Making an External Call

Lift your handset.

Dial the external number required via the telephone keypad.

(Your System Administrator will inform you if a prefix is required.)

Answering a Call

Lift the handset

(If your phone is busy or not answered within 20 seconds (default) the caller will be passed to voicemail, if enabled)

Ending a Call

Replace your handset.

Using Mute

Whilst on a call select the Mute key

The microphone is now muted so the other person on the call cannot hear you. A red led indicates that Mute is on. Selecting the Mute key a 2nd time restores normal conversation.

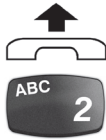
(Mute works in handset, handsfree and headset modes.)

Placing a Call on Hold

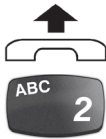
Whilst on a call, select the Hold/Recall key

To retrieve the call select the Hold/Recall key again

Transferring a Call



OR



Parking a Call



1

Redialling a Number



Transferring a Call

Announced Transfer

Place the call on hold as before
Dial the internal or external number
Wait for the call to be answered
To transfer the original call replace your handset

OR

To return to the original call, wait for the destination to hang up and you will be automatically connected to the original call, or select the Hold/Recall key.

Blind Transfer (un-announced transfer)

Place the call on hold as before
Dial the internal or external number
Transfer the original call by replacing your handset.

Transferring a Call Directly to a Colleague's Voicemail

Place the call on hold as before
Dial "#" followed by the internal number
Replace your handset.

Parking a Call

This facility allows a call to be held on the system and picked up by any extension.

Place the call on hold as before
Press "##" on the telephone keypad

The Call Park slot (1 through 4) where the call is held will be announced to you.

Picking up a Parked Call

Lift your handset.
Press the appropriate Park Collect slot number (1 through 4) where the call is Parked on the telephone keypad.

Redialling a Number

Lift your handset.
Select the Redial key.

Accessing your Own Messages

***50**

Deleting a Message

3

Saving a Message

7

Changing your Voicemail Greeting

***59**

OR

#

7

OR

2

Voicemail

Leaving a Message for a Colleague

If the extension you are ringing is busy or not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting

Leave a message

Replace your handset

Accessing Your Own Messages

Lift your handset.

Dial *50 on the telephone keypad.

Listen to and manage your voicemail messages via the announced menu commands and the orange navigation keys on the telephone keypad.

Replace your handset when finished.

Deleting a Message

Whilst listening to the message to be deleted, press "3".

Saving a Message

Whilst listening to the message to be saved, press "7".

Messages are stored until listened to, and then they are deleted after 7 days unless saved.

Changing your Voicemail Greeting

Lift your handset.

Dial **59 on the telephone keypad.

Your current greeting will be played to you

When requested record your new greeting

Replace your handset to save your new greeting

OR

Press "#" when you have finished recording the greeting.

Wait for the new recording to be played back to you

Press "7" to save the new greeting, or replace your handset

OR

If you wish to re-record the greeting, press "2" and repeat previous instructions

OR

3

OR

0

Setting Your Forwarding Number

56

#

Forwarding Your Calls

***57**

Turning Forwarding Off

***58**

Voicemail (cont.)

OR

If you wish to delete the new greeting and return to your original messages press "3".

OR

If you wish to discard the new greeting and exit to the Configuration Options menu press "0".

Forwarding Your Calls

Setting Your Forwarding Number

Lift your handset.

Using the telephone keypad dial "**56**".

Enter the internal or external number where you wish to receive your telephone calls

Press the "#" key.

Replace your handset.

Forwarding Your Calls

Lift your handset.

Dial "**57"

Replace your handset.

Turning Forwarding Off

Lift your handset.

Dial "**58"

Replace your handset



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