



What Is In This Document?

This document contains basic user information for analogue phones, including DECT handsets etc..., which are connected to the IP telephony system via an analogue (ATA186) gateway. For information on other types of phone handsets (specifically IP Phones), please refer to the relevant document.

This document is not applicable for devices connected to analogue gateways configured for Fax or Modem use. The functionality described in this document will not be available for these devices.

The document is not intended as an exhaustive technical guide, rather is user orientated and covers common tasks and questions.

Phone Basics

What is the Recall Button?

The analogue phone will be able to access supplementary features such as hold, transfer and three party conference by using 'hook flash' signalling.

On many analogue phones (such as Telstra Touchphone) hook flash is provided by a button, typically labelled 'Recall' or similar.

The examples in this document refer to the 'Recall' button as providing hook flash – if your analogue phone uses different method (or button name) to provide for hook flash, replace as appropriate.

Will the Speakerphone Work?

If your analogue phone has an in-built speaker (either full hands free or monitor only) you will be able to use it as normal for that analogue phone type.

Adjusting Phone Settings

Adjusting the Phone Volume

The volume of the handset can be adjusted as normal for the particular analogue phone type

Adjusting the Ringer Volume

The volume of the ringer can be adjusted as normal for the particular analogue phone type

Basic Call Functions

Making a Call (Dial '0' to get a line out)

You can make a call in any of the following ways:

- Lift the handset and dial the number
- Lift the handset and dial *# to redial the last number
- Lift the handset and press the **Redial** button to redial the last number (if the phone has a specific redial button)

Answering a Call

- To use the handset, lift the handset.

Ending a Call

- Hang up the handset.

Placing a Call on Hold

While on a call, you can place the call on hold so that the caller cannot hear you and you cannot hear the caller.

- To place a call on hold, press the **Recall** button then press 1
- To return to the held call, press the **Recall** button

Transferring a Call

You can transfer a call to another phone either as a 'Blind' or a 'Consultative' transfer

Step 1 During a call, press the **Recall** button then press 2
This places the first call on hold and you will hear dial-tone

Step 2 Dial the number to which you want to transfer the call, and then perform the relevant next step

Step 3 When you hear ringing put the handset down.
This is called a blind transfer; the caller is now ringing at the other phone

Step 3 Alternatively wait until the called party answers, announce the call and then put the handset down. This is called a consultative transfer as the caller is not put through until the new destination agrees

Step 4 If the called party declines the call; press the **Recall** button to return to the original call

Other Call Functions

Making a Three-way Conference Call

To turn a call into a conference call (note - first two parties are a normal call):

Step 1 During a call, press the **Recall** button and press 3
This will give you dial tone and places the other party on hold

Step 2 Place a call to another person you want to include

Step 3 When the call connects, press the **Recall** button
This adds all the party's to the conference call

Accessing Voicemail

If your analogue handset has been programmed for voicemail on the system, it can be accessed by lifting the handset and pressing * then 0

Call Forward All

To forward all of your incoming calls to another number:

Step 1 Lift the handset and press ** 1

Step 2 Enter the phone number to which you want to forward your calls
and put the handset down

Step 3 To cancel call forwarding, lift the handset and press ** 2

Call Pickup

If this feature has been configured for you, Group Call pickup allows you to answer a call that comes in on a phone other than your own.

When you hear another phone ringing in a pre-configured pickup group, you can redirect the call to your phone by:

Step 1 Lift the handset and press ** 4

Step 2 When prompted, enter the group number for the ringing phone - you will then receive call-waiting tone rings.

Step 3 Press the **Recall** button to accept the call

Summary of Call Functions

Feature	Code	Notes
Call Hold	Recall 1	Put active call on hold (Recall = hook flash button)
Call Transfer	Recall 2	Initiate transfer of active call (Recall = hook flash button)
Conference Call	Recall 3	Initiate three party conference for active call (Recall = hook flash button)
Voice Mail access	*0	This is effectively a speed dial for analogue phone access to the voice mail system
Redial	*#	This is independent of phone capabilities, i.e. if phone does not have a built-in redial button this feature can be used
Call forward all calls	**1 <i>number</i>	To temporarily forward all your calls to an alternative number
Cancel call forward	**2	This is used to cancel **1 call forwards
Call Pickup	**4 <i>Group number</i> Recall	If your system has pickup groups configured; press **4, then the relevant group number followed by the Recall (hook flash) button