Making Calls

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Internally

To call another person in your business, lift the handset and dial the other person's extension. This is typically a 3, 4 or 5 digit number, and may begin with #.

Note that depending on your phone type and configuration, the call may not complete automatically once you have finished dialling. For example, you may need to hit the **OK** or **Confirm** key once you have dialled the number.

If you dial someone within your business, your telephone system may be configured to show you the name of the person you are calling once their line starts ringing so that you can check you have dialled the right number.

Externally

To call a number outside of your business, lift the handset and dial the phone number. Depending on your phone system you may need to dial a code at the beginning of the phone number to indicate you are making an external call.

Note that depending on your phone type and configuration, the call may not complete automatically once you have finished dialling. For example, you may need to hit the **OK** or **Confirm** key once you have dialled the number.

Emergency Calls

In an emergency lift the handset and dial the emergency number for your locale, for example 999. If you need to dial a code when calling an external number, you will also need to dial that code before calling the emergency number.

Note that depending on your phone type and configuration the call may not complete automatically once you have finished dialling. For example, you may need to hit the **OK** or **Confirm** key once you have dialed the number.

Depending on the configuration of your telephone service, making an emergency call may trigger a notification to be sent to someone in your organisation to alert them that you have made an emergency call. This may be done to ensure that the emergency services can be directed to the correct location on your business premises or to discourage the making of hoax calls.

Speaker Phone

To make a call using your speaker phone, either press the Speaker key or leave the handset on-hook and dial the number of the person you want to call, followed by the **OK** or **Confirm** key.

Ending Calls

To end a call replace the handset, or press the **Cancel** key, the **Drop** or **Goodbye** key, or the **End Call** key.