

# HANDSET PROGRAMMING INSTRUCTIONS

## FOR 5320 IP HANDSETS

01483 - 68\_\_\_\_ (last four digits = extension number)

- **Dial 7 for outside line**

- Dial 111 for reception

- Last number redial press 

- To transfer a call – press 

followed by the extension number you wish to call and replace handset.

- To put a call on hold – press  To retrieve a call on hold –press again to retrieve the call.

*Any call to a DDI number which is not answered within 5 rings will divert to the switchboard. If you wish to over-ride this the following choices can be programmed into your handset:*

### **CALL FORWARDING - ALWAYS (CALL DIVERT)**

Lift handset, enter \*8 plus extension number you wish the call to be diverted to. If you wish the call to be diverted to an external number enter \*8 7 (for outside line) followed by the number.

**To cancel call forwarding always - #8**

### **CALL FORWARDING ON BUSY (DIVERT ON BUSY)**

Lift handset, enter \*50 then the number you wish the call to go to if your extension is busy. To divert to an external number enter \*50 7 followed by the number followed by #.

**To cancel call forwarding on busy - #50.**

### **CALL FORWARDING ON NO ANSWER (DIVERT ON NO REPLY)**

Lift handset, enter \*55 then the number you wish the call to go to. As above for external number – \*55 7 followed by the number followed by #.

**To cancel call forwarding on no answer - #55.**

**To cancel all call forwarding enter ##6**

**The STC switchboard is operational between 08:30 - 17:30. Between 17:30 – 21:30, issues (not requiring the emergency services) can be reported to Security on extension 5701 or their mobile.**

**Please refer to the sign on the Reception desk for the number.**

**After 21:30, the guard will be located in the gatehouse and can be contacted on extension 5955 or their mobile.**

**To access Directory Enquiries (BT 7 118 707)**

**To access International Directory Enquiries (BT 7 118 505)**

**Voicemail is available: Please contact reception for further information**