In Call Functions

Hold A Call	HOLD
Resume A Held Call	RESUME
Conference	During a call press CONF Dial next number and SEND Join the parties with CONF or SPLIT the calls to HOLD and RESUME either
Assisted Transfer	During a call press TRANSFER Dial next recipient and press SEND. Wait for an answer then hang up or press TRANSFER
Blind Transfer	During a call press TRANSFER Dial next recipient, press SEND & hang up or press TRAN B/TRAN
Voicemail	Dial *98 from your own phone or *97 from any other phone.

Note: If **voicemail to email** is set on your system, your voicemails may be delivered to your email account. In this case the message lamp may not indicate new messages and you will not be able to access your voicemails from your phone.
However, you can still use *97 or *98 to amend your greetings and PIN or access other settings.

Voicemail Setup

You will need to initialise your voicemail account from your phone.
Dial *98 and follow the prompts to set a greeting and PIN code.

My Notes

For additional features and support, please refer to your system administrator.

Contact Details

OneVoice

QUICK REFERENCE GUIDE

FANVIL VERSION

This guide covers the basic features and functions of your Fanvil phone.
These may vary slightly depending on your phone model.

Your phone may differ slightly in appearance, but the basic layout and functions will be the same.

ITEM	DESCRIPTION	FUNCTION
1	Indicator	Phone Status
2	Soft Keys	Function keys
3	Call Keys	In Call Functions
4	Cursor Keys	Menu Navigation
5	DSS LCD Display	Line/BLF Labels
6	DSS keys and Indicators	Line/BLF/Memory Status
7	Scroll Key	Scrolls DSS LCD and Keys

DSS Keys

The first of these is usually your Line key.

Other keys may be set as BLF (Busy Lamp Field) which can monitor the status of a colleague, answer their incoming calls or act as a speed dial key to place a call to them

An unused DSS key can be used as a memory location to store a number as a speed dial.

Indicator Status

Slow Flash	Indicates a message has been received.
Fast Flash	Ringing
On	Call on hold
Off	Normal Status

Line Key Status

Solid Green	Idle
Fast Flash Green	Ringing
Solid Red	Call in progress
Slow Flash Green	Call on hold

BLF Key Status

Red Flash	Monitored line ringing
Solid Red	Monitored line in use
Solid Green	Monitored line idle

System Feature Codes

(may need to be configured by your provider)

You may hear audio prompts which will assist you with some of these features.

Call Forward	Enable	*72
	Disable	*73
Hot Desking	Log In	*11
	Log Out	*12
Call Parking	Park	*4
	Retrieve	*5
General	Call Pickup	*23<ext>
	Do Not Disturb	*25
	Call Waiting	*26
	Voicemail	*97

Phone Softkey Functions

softkey functions and positions

change according to call/phone status

History	Displays a log of recent calls
Dir	Displays a menu of Directories
DND	Toggles Do Not Disturb
Menu	Lists further options

In-Call Softkey Functions

The display will prompt you with any additional steps or options

Hold	Places the call on hold
XFER	Invokes the transfer options
Conf	Joins several parties together
End	Ends the current call

Transfer Options

There are 2 basic ways to transfer a call:

The display will prompt you with any additional steps or options.

Blind Transfer	Dial the intended recipient and transfer the call without talking to them first.
Supervised Transfer	Dial the intended recipient, speak to them, and then transfer the call.