

In Call Functions

Hold A Call	HOLD
Resume A Held Call	RESUME
Consult	During a call press CONSULT Dial next number or Select from Contacts and press CONSULT
Transfer	During a call press TRANSFER Dial next recipient, press TRANSFER NOW
Assisted Transfer	During a call press CONSULT Dial next number or Select from Contacts and press CONSULT Press TRANSFER Dial next recipient, press TRANSFER NOW
Voicemail	Dial *98 from your own device or *97 from any other device

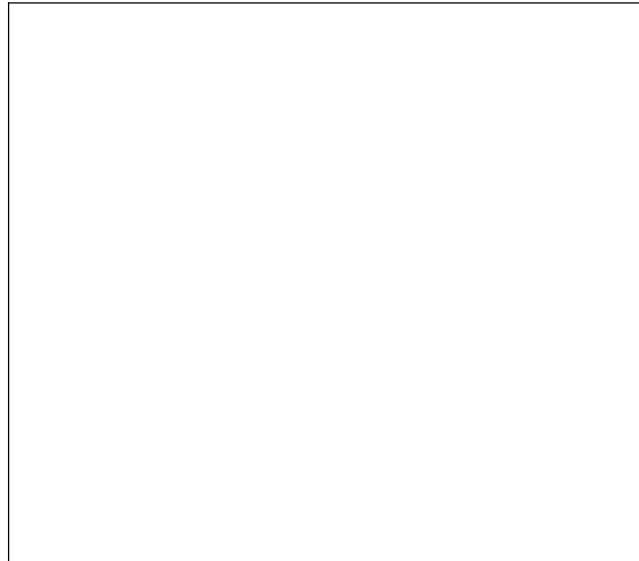
Transfer Options

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.

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

Contact Details



Notes



OneVoice

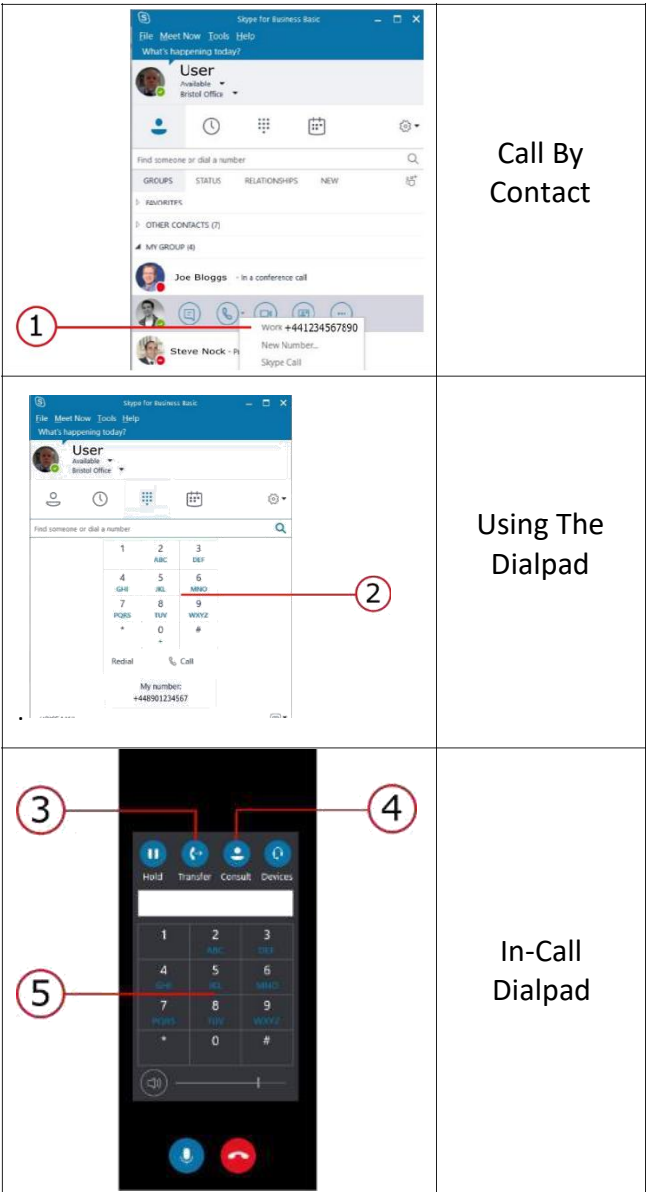
QUICK

REFERENCE

GUIDE

Skype For Business

This guide covers the basic features and functions of your Skype for Business softphone.



Call By Contact

Using The Dialpad

In-Call Dialpad

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

Key to Diagrams

	<u>DESCRIPTION</u>	<u>FUNCTION</u>
1	Dial By Contact	Uses Stored Number
2	Dial Pad	Dial A Number
3	Blind Transfer	Immediately Transfer A Call
4	Consult	Enquiry or Supervised Transfer
5	In-Call Dialpad	Sends Numeric Responses During Calls

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

Voicemail

Notes

We highly recommend that Skype For Business Voicemail is turned off as this can interfere with the features and functionality of the OneVoice system. You will need to contact your Office365 Administrator for this.

Setup

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

Notes

