

PBX Hold Function

Your new PBX system has a full hold function allowing you to transfer incoming or outgoing calls and to put a call on hold whilst you answer another call.

1) To Transfer an INcoming or OUTgoing call

To Transfer an INcoming or OUTgoing call Press the RECALL (R) button then Dial the Extension number you want to transfer to. (You must dial the Extension within 10 seconds). When the extension answers, announce the Caller, if the Extension wants to take the call HANG UP and the call will automatically be transferred to them. If they do not want to take the call the extension should HANG UP and you will be connected back to the call.

If the Extension does not answer just HANG UP and in a few seconds your phone will ring and you will be connected back to the call.

You can Automatically Transfer a call by pressing RECALL followed by the Extension number and HANG UP. If the Extension does not answer within 25 seconds your Extension will ring and you will be connected back with the Caller.

2) To Place a Call On Hold

Incoming or outgoing calls can be put ON HOLD enabling you to answer another incoming call or go to another office for information or access files etc etc..

To put a call ON HOLD press RECALL then dial # # # then HANG UP.

To RETRIEVE a call that has been put on HOLD, lift the handset on your Extension or any Extension and dial # # *

IMPORTANT; If your Extension is in "DIRECT DIAL" mode you have to dial * # # * to RETRIEVE the call and you will be connected back with the Caller.

If another extension is ringing whilst you are on the phone, you can put the existing caller on hold and answer the new caller as follows:

Press Recall # # # then hang-up. Your phone will now ring with the new caller. Answer the phone as normal. Once this call is complete you can retrieve the call on hold as above.

If your phone is not set to ring for all incoming calls you can still answer to new call by dialing # 7 or if you are in Direct Dial Mode * # 7.

Please note a call can only be put on hold for a maximum of 4 minutes in-between each contact with the caller ie.: if you were to speak to the caller to reassure them or ask a question whilst they are on hold, the 4 minute timer will restart. Whilst on hold the caller will hear the built in intermittent comfort tone, or you may wish to install your own music on hold system or company message using the external music input socket.