

TELSTRA T400 MANUAL

Placing a Call

- Lift Handset & Dial “0” followed by the Number (External Calls Only)
- Lift Handset & Dial the Number eg 2XXXX (Internal Calls Only)

To Dial Switchboard

- Lift Handset
- Dial “9”

Transferring of Calls

- Press Recall
- Dial Extension Number
- Introduce Call and hang up
- If no Answer – Press 2
- To retrieve caller

(Note: If call transfers to Voicemail you are unable to retrieve caller)

Placing a Caller on Hold

- Press Recall
- Hang up Receiver

To Retrieve Call On Hold

- Lift Receiver
- And talk to caller

To Pick-up Ringing Telephone within Your Programmed Group

This Facility must be programmed through Telephone Help Desk.

If a phone in your office or close by is ringing and THD has programmed Group Pickup Facility you can retrieve calls from other ringing extensions by:

- Lifting Receiver
- Dial 7

To Store Phone Numbers

To Store a number in memory

- Lift Handset
- Press Store
- Dial the number to be stored
- Press the memory button of your choice
- Number has now been stored

Dialling Stored Number

- Lift Handset
- Press Memory Button of the number you wish to call.

To Divert Calls from Your Extension to Another

- Lift Handset
- Dial *21* Extension Number # (eg *21* 22000#)
- You will hear a confirmation Tone when you lift the Handset.

To Divert Calls from Your Extension to Voicemail

- Lift Handset
- Dial *21*26800#
- You will hear a confirmation Tone when you lift the Handset.

To Cancel All Manual Diversions

- Lift Handset
- Dial # 21 #

To Redial Last External Number

- Lift Handset
- Dial * * *

To Make A Conference Call

You can make a Teleconference Call with up to 8 parties or less. Please check with Telephone Help Desk prior to making call to check that you have right access (eg.STD if dialling interstate)

- Dial First Participant, Wait for Answer
- Press Recall
- Dial Second Participant, Wait for Answer
- Press 3, to admit to conference
- Press Recall
- Dial Third Participant, Wait for Answer
- Press 3, to admit to conference
- Repeat this procedure for every other participant.
- If participant does not answer or is engaged press 2 to return to conference.

Other Important Information:

- By making a Teleconference Call yourself significantly decreases the amount charged
- A tone burst is heard each time a participant enters or leaves the conference.
- A warning tone is heard throughout a conference call approximately every 15 seconds.
- Only the conference Chair person can admit participants.
- The Chair person of the conference MUST remain on line for the duration of the conference otherwise all participants will automatically be disconnected.
- If a party in the conference drops out or loses connection, the Chair person will need to re-admit this person following the Initial above procedures.

FOR ANY FURTHER ASSISTANCE PLEASE PHONE THE IT HELP DESK ON EXTENSION 25000

