



**CT SOLUTIONS**  
"Your Telecommunication Answer"

770.945.6887

WWW.CTSOLUTIONS-INC.COM



### Answering and making calls

#### Answer a call that is ringing on the digital telephone

Pick up the handset or  
Select **Answer The Call** and / or pick up the handset.

#### Answer a call that is ringing on the digital telephone set using hands-free

Select **Answer The Call** or press

#### Make an external call

Pick up the handset.  
Press the Line key or Dial 9 and dial the number. If you are dialing over Primary Rate ISDN enter # after the last number to expedite dialing.

#### Make an internal call

Select **Internal Call**  
Select **Extension**, or  
Dial the extension number (20 - 59), and  
Pick up the handset, or press

### Transferring calls

**Note:** The following instructions assume you are on a call.

#### Transfer a call to an internal number

Select **Internal transfer**  
Select **Extension** and when the call is answered  
Select **Transfer**

#### Transfer an external call to an external number

Select **External Transfer**  
Select an available line as indicated by "◇" and then  
Dial the external number and when the call is answered  
Select **Transfer**

#### Transfer a call to a mailbox

Press **(Down Scroll Key)**  
Select **Transfer to Voicemail**  
Select a mailbox  
Select **Transfer** or Hangup

### Forwarding calls

#### Forward all calls

Press the Scroll Down Dial () until "Forward" is displayed.  
Select **Forward**  
Select **Forward All Calls**  
Dial the internal extension number, or  
Dial 9 and the desired external number and press "Confirm"  
Or press "Forward To Voice Mail"

#### Cancel forward all calls


Select **Cancel Forwarding**

## Voice Mail

**Note:** Voice Mail services require the Voice Mail module to be installed.

### Enter a personal greeting

Press , and

Select  **Voice Messaging**

Enter your extension number or select the extension from the menu

Then enter your Voice Mail box Password (default is 1111) followed by #.

Select  **Greetings**

Follow the text and voice prompts to enter and check your greeting.


### Turn on your Voice Mail


"Forward On No Answer" to the Voice Mail is automatically set when a voice mailbox is assigned to your extension.

You may also select the other Forwarding options as required.

Press the Scroll Down key  until "Forward" is displayed.

Select  **Forward**

Select  **Forward When Busy** or

Select  **Forward All Calls**


Select "Forward To Voice Mail".

### Retrieve messages from your Voice Mail box

Select  **New Voice Messages**

Enter your extension number. You will be prompted to:


Enter your Voice Mail box Password, followed by #.

Select  **Play**

## Personal Speed-Dials

### Program your personal Speed-Dial list – numbers and names

Press , then

Select  **Personal Entries**

Select the index you want to program, and

Enter the number.

Select  **Confirm**

When prompted to enter a name:


Press 2 once for A, twice for B, three times for C; press 3 once for D, twice for E, three times for F; and so on. Wait two seconds for the screen cursor to move on before entering the next letter. A maximum of ten characters per name (including spaces) is allowed. On completion of the name

Select  **Confirm**

Press  to finish programming.

### Dial a number from your personal Speed-Dial list

Press , then

Select  **Personal Speed Dial**

Select the desired location and the number will be dialed.