CHRISTIE SPACES

Phone Handset User Guide

Basic Call Features

Christie Spaces uses VoIP technology for all of its voice services. As this is a PABX, you will be required to dial 0 first for all external calls, then the external number for all services.

Placing a call

Using the handset:
1. Pick up the handset up off the hook.
2. Dial 0.
3. Enter the number, and then press the **Send** soft key.

Using the speakerphone:
1. With the handset on-hook, press 🔊
2. Dial 0.
3. Enter the number, and then press the **Send** soft key.

Using the headset:
1. With the headset connected, press 🎧 to activate the headset mode.
2. Dial 0.
3. Enter the number, and then press the **Send** soft key.

Answering a call

Using the handset:
1. Pick up the handset.

Using the speakerphone:
1. Press 🔊

Using the headset:
1. Press 🎧

Ending a call

Using the handset:
1. Hang up the handset or press the **Cancel** soft key.

Using the speakerphone:
1. Press 🔊 or the **Cancel** soft key.

Using the headset:
1. Press the **Cancel** soft key.

Conference Calling

1. Press the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key. (If external, dial 0 first.)
3. Press the **Conf** soft key again when the second party answers. All parties are now joined into the conference call.
4. Press the **Cancel** soft key to disconnect all parties.

Redial

1. Press 🔄 to enter the placed call list.
2. Press ⌃ or ⌄ to select the desired entry.
3. Then press 🔄 or the **Send** soft key.
4. Press 🔄 twice when the phone is idle to dial out the last dialled number.

Call Mute and Un-mute

1. Press 🎤 to mute the microphone during a call.
2. Press 🎤 again to un-mute the call.

Call Hold and Resume

To place a call on hold:
1. Press the **Hold** soft key during an active call.

To resume the call, do one of the following:
1. If there is only one call on hold, press the **Resume** soft key.
2. If there is more than one call on hold, press ⌃ or ⌄ to select the desired call, and then press the **Resume** soft key.

Call Transfer

You can transfer a call in the following ways:

Blind Transfer
1. Press the **Transfer** soft key during an active call. The call is placed on hold.
2. Dial 0, and then enter the number you want to transfer to.
3. Press the **Transfer** soft key.

Semi-Attended Transfer
1. Press the **Transfer** soft key during an active call. The call is placed on hold.
2. Dial 0, and then enter the number you want to transfer to, then press the **Send** soft key.
3. Press the **Transfer** soft key when you hear the ring-back tone.

Attended Transfer
1. Press the **Transfer** soft key during an active call. The call is placed on hold.
2. Enter the number you want to transfer to, then press the **Send** soft key.
3. Press the **Transfer** soft key when the second party answers.

Call Forward

To set a forward for all calls:

1. Dial *1 followed by the number you wish to forward to. (**Note:** for an external number, dial 0 after the *1 for outside access)
2. Press the **Send** soft key

To cancel the forwarding of all calls:

1. Dial #1
2. Press the **Send** soft key

To set "busy" call forwarding (send through to another number when you are already on a call):

1. Dial *2 followed by the number you'd like to forward to (**Note:** for an external number, dial 0 after the *2 for outside access)
2. Press the **Send** soft key

To cancel "busy" forwarding:

1. Dial #2
2. Press the **Send** soft key

To set forwarding for unanswered calls:

1. Dial *3 followed by the number you'd like to forward to (**Note:** for an external number, dial 0 after the *3 for outside access)
2. Press the **Send** soft key

To cancel the forwarding of answered calls:

1. Dial #3
2. Press the **Send** soft key

Voice Message Notifications

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message centre. The power indicator LED slowly flashes red.

To listen to voice messages:
1. Press ✉ or dial 1370.
2. Follow the voice prompts to listen to your voice messages.

Volume Adjustment

1. Press - ◁ + during a call to adjust the receiver volume of the handset/speakerphone/headset.
2. Press - ◁ + when the phone is idle to adjust the ringer volume.

Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select Settings > Basic Settings > Sound > Ring Tones.
2. Press ∧ or ∨ to select the desired ring tone.
3. Press the **Save** soft key to accept the change.

Call Conference

1. Press the **Conf** soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the **Send** soft key. (If external number, dial 0 first.)
3. Press the **Conf** soft key again when the second party answers. All parties are now joined into the conference call.
4. Press the **Cancel** soft key to disconnect all parties.

Voicemail Portal Access & Voicemail Greeting

Your personalised Christie Spaces Voicemail box allows callers to leave you a message when you are unable to answer your phone, or after hours when our staff are not available to answer on your behalf.

To step up your personalised voicemail, please follow the below steps:

1. Dial (07) 3707 1370 (or 1370 from your VoIP handset) to reach the Voicemail Portal.
2. Press the hash key (#) to enter your personal voicemail box.
3. When prompted, enter your Mailbox Number, which is the last 4 digits of your supplied Christie Spaces phone number.
4. You will then be required to enter your Security Code, which is set to a default of 0000. (You will be prompted to change this.)
5. Follow the prompts to record your company name and personalised greeting.
6. Your voicemail box is ready to use.

You can check your messages, change your greeting, and reset your security code by simply dialling into the Voicemail Portal when required on (07) 3707 1370 (or 1370 from your VoIP handset.)

Please note: If Christie Spaces answers your phones, this service will forward to your voicemail box on public holidays and after business hours.

Voicemail to Email

Receive voicemail recording direct to your email:
Voicemail to email is a feature of our Christie Spaces phone system which records a voicemail as an audio file (commonly a .mp3 or .wav format). Our system will then directly send this voicemail recording to a specific email address. The recipient is then able to download the file from the email address you nominate to receive the messages.

When a voicemail is left by the caller, an email is sent to you containing:
- Subject line stating the calling number if an internal extension or an "unknown caller" if it is an external caller or an internal extension without a voicemail.
- An audio file (.wav or .mp3) of your message.

Please notify our IT team via helpdesk@christiespaces.com.au or Community Team if you would like to add this feature to your phone answering service.