



Phone: 08 8922 0000

Email: help@bluereef.tech

Web: www.bluereef.tech

Office: 20/119 Reichardt Road, Winnellie, NT, 0820

Post: P.O. Box 36992, Winnellie, NT, 0821

ABN: 63 133 867 571

Handset Basic Instructions

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Desktop Handsets

How to place a call on hold.

1. Press the **Hold** soft key during a call. The line key LED flashes green. The LCD screen indicates that the call is on hold.



2. To resume a held call, press the **Resume** soft key.
3. If multiple calls are placed on hold, do one of the following:
 - a. Press up or down keys to switch between calls,
 - b. Press the **Resume** soft key to retrieve the desired call.

How to Transfer a call.

There are two ways to transfer a call. Blind Transfer and Attended Transfer.

Blind Transfer:

1. Press the **Tran** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press the **Tran** soft key to complete call transfer.

Attended Transfer:


1. Press the **Tran** soft key during a call.
2. Enter the number you want to transfer the call to.
3. After the party answers the call, press the **Tran** soft key to complete the transfer. If you are using a handset, the transfer can be completed by hanging up the handset. You can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

How to Park a Call (if configured):

1. Press an available park soft key (with a green indicator light) Note: these are usually located underneath your extensions.
2. Once a call is parked, the indicator light will turn red and the call to that phone will end.
3. To pick up a parked call on any phone, press the red light on a parked line, and it will connect to that call.

How to access voicemail.

To listen to voice mails:




1. When the LCD screen prompts that the phone receives a new voice mail and the power indicator LED slow flashes red, you can press  or the **Connect** soft key to dial out the voice mail access code.
2. Follow the voice prompt to listen to your voice mails.

To view the voice mail via web portal:

1. Please see the web portal menu.

Cordless Handsets.



How to place a call on hold.


1. Press the **Options** soft key during a call, and select **Hold**. The call is placed on hold and the  icon is displayed on the LCD screen.
2. To resume a hold call, do one of the following:
 - a. Press the Resume soft key.
 - b. Press .
 - c. Press .
2. If two calls are placed on hold on the handset, do the following:
 - a. Press the up or down keys, or the **Swap** soft key to swap between two calls.
 - b. Press the **Resume** soft key to resume the current call.

How to Transfer a call.

There are two ways to transfer a call. Blind Transfer and Attended Transfer.

Blind Transfer:

1. Press the **Options** soft key during a call, and select **Blind Transfer**.
2. Do one of the following:
 - a. Enter the number or select the handset you want to transfer the call to.
Press   or the **Transfer** soft key.
 - b. Press the **Directory** soft key, and select the desired contact.
Press the **Call** soft key.


If both the office number and the mobile number of the contact are stored, select the desired number and press or  the **OK** soft key. The call is connected to the number or handset you specified, and the LCD screen prompts "Call Transferred"

Attended Transfer:

1. Press the **Options** soft key during a call, and select **Transfer**.
2. Do one of the following:
 - a. Enter the number or select the handset you want to transfer the call to.
Press or the **Transfer** soft key to dial out.

- b. Press the **Directory** soft key, and select the desired contact.


Press the **Call** soft key.

If both the office number and the mobile number of the contact are stored, select the desired number and press  or the **OK** soft key to dial out.

3. Press the **Transfer** soft key to complete the transfer after the party answers the call. The LCD screen prompts “Call Transferred”.

How to access voicemail.

To listen to the voice mail using the menu:

1. Press the **OK** key to enter the main menu.
2. Select  ->**Play Message**.

The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voice mails of each line.

3. Press up or down Keys to highlight the desired line, and press the **Select** soft key.

The handset dials out the voice mail access code using the selected line automatically.

4. Listen to the voice mail following the voice prompts from the system server.

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