

Quick start user guide

LG-Nortel 8820



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Making Calls

Internal - Dial the short-code extension number (i.e. 3xx).

External - If required, press '9' for an outside line, and then dial the external number including the full area code (i.e. 9 0208 xxx xxxx).

Placing a call on Hold

When on a call press Soft key 1 for hold

Press soft key 1 to resume the call.

Or

To place a call on hold:

Press the Hold button.

To retrieve a held call:

Press the Hold button again.

Transferring a call

During a call, press hold to hear a dial tone.

Dial the 2nd number.

Once the 2nd call rings Soft key 1 will now transfer the call.

To cancel the 2nd call press Soft key 2 to resume.

Or

Press the Transfer button. The active call status changes to hold and you receive dial tone.

Dial the number you wish to receive the transfer.

Await answer and announce the transfer.

To complete the transfer, hang up the handset.

Three way conference

During a call, press hold to hear a dial tone.

Dial the 2nd number.

Once the 2nd call is answered press Soft key 3 to

conference the call.

To speak to just 1 member of the conference press

Soft key 2 to split calls.

To leave the call, hang up.

Pickup Groups

To pickup a call directed to another extension

press 'gPick' (Soft key 3).

Voice mail

To listen to your voice mail or to change your voice mail features press the MSG mail button or dial 1571.

From any phone - Dial 0845 453 0003.

Enter your full phone number including area code followed by #. Then dial your phone manager password (Default 1234) followed by #.

Phone Manager

Phone manager is an online portal allowing the subscriber to manage and change features on their telephone.

To logon

In Internet Explorer enter the address:

<https://myphone.inclarity.co.uk/>

Enter your full phone number and password.

Whether in or out of the office, Phone Manager enables the subscriber to:

Switch the active phone. (Home to office working)

Manage and review voicemail

Divert call to other numbers

Manage and add to the phone contact directory

Block unwanted calls