For enquiries and service appointment, please call CSC Help Desk at 3442 7658

Warning: Do not unplug, remove or change the location of IP phone yourself. Otherwise, network interruption may be resulted. Please call our CSC Help Desk to arrange a service appointment.

<table>
<thead>
<tr>
<th>Your phone number</th>
<th>'3442' + 4-digit extension number shown on the LCD screen, e.g., 34426123.</th>
</tr>
</thead>
<tbody>
<tr>
<td>To place an internal call</td>
<td>✉️ Uplift the handset and dial a 4-digit internal extension number.</td>
</tr>
<tr>
<td>To place an external call</td>
<td>✉️ Uplift the handset and dial '0' and a telephone number.</td>
</tr>
</tbody>
</table>
| To forward all calls to another telephone number | ✉️ To forward all calls to an internal extension, press the ‘Forward’ or ‘CFwdALL’ soft key and then press a 4-digit internal extension number.  
☎️ To forward all calls to an external telephone number, press the ‘Forward’ or ‘CFwdALL’ soft key and then press '0' and telephone number.  
➕ To cancel the forwarding feature, press the ‘Forward’ or ‘CFwdALL’ soft key. |
| Access Voice mail | The red light on the handset lights up when you have voice mail messages and the LCD displays the number of message you have received.  
✉️ Uplift the handset and press the ‘Msgs’ soft key to access the message system and follow the voice instructions.  
✉️ Uplift the handset and dial '6000' to access the message system and follow the voice instructions.  
☎️ When you are out of office, dial '34426000', enter your extension number and password followed by ‘#’ to access the message system.  
✍️ Press '*' to skip the voice instructions given and move ahead.  
✍️ When recording voice message, press '#' to skip the voice instructions. |
| **Transfer a call** | To transfer a call:  
1. During a call, press the 'Transfer' soft key. This places the call on hold (Press the 'EndCall' soft key and then the Resume soft key to return to the original call).  
2. Press a 4-digit internal extension number to transfer the call to this internal extension.  
3. When it rings on the other end, press the 'Transfer' again.  
4. Hang up if handset is used. |
| **Redial a number** | Uplift the handset and press the 'Redial' soft key. |
| **Pick up a call from any extension within your pick-up group** | To pick up a call from any extension within your pick-up group:  
1. Uplift the handset of your phone.  
2. Press the 'more' soft key until the 'Pickup' soft key is shown.  
3. Press the 'Pickup' soft key to transfer the call to your extension. |