

Telephone Quick Reference Guide (QRG)

Redial a Placed Call

Press **right** on the navigation circle
Use **up** and **down** on the navigation circle to select the call you wish to redial
Press **right** again or the **Dial** softkey

Redial a Recieved Call

Press **left** on the navigation circle
Use **up** and **down** on the navigation circle to select the call you wish to redial
Press **right** or the **Dial** softkey

Redial a Missed Call

Press **up** on the navigation circle
Use **up** and **down** on the navigation circle to select the call you wish to redial
Press **right** or the **Dial** softkey

System Park a Call

Whilst on a call, press any of the available **PARK** buttons alongside the display of your deskphone

The call will be parked and the caller will be placed on hold. The **PARK** button will go red

To retrieve the call, press the same **PARK** button again on any phone within the same System Parking group and the parked call will be retrieved

Forward Deskphone Calls

Press **Forward** softkey from lines view
Select **Always (Disabled)**
Enter destination number
Press **Enable** softkey

To cancel, repeat but press the **Disable** softkey

Note your softphone will still ring at the same time

Download the App

Windows or Apple Computers
www.fuze.com/download

Apple phones and tablets
[Search app store for Fuze Mobile](#)

Android phones and tablets
[Search google play for Fuze Mobile](#)

Access Voicemail

Press **Voicemail** button 
Or dial *123
Or dial any number which reaches voicemail and press * key once your message begins

Setup Voicemail

Access Voicemail 
Enter your new default PIN (0102)
Record your name, busy and unavailable message
Reset your PIN

- At least 4 digits (6 digits is recommended)
- Not sequential or your extension
- Not all the same digits

Received voicemails will be sent to your email address

Voicemail Notifications

When you have a new voicemail, you'll be notified various ways:

- The red light on the top of your phone will flash
- The phone's date will alternate with the number of new/unread voicemail messages
- New messages are displayed alongside today's date in the top right hand corner of your phone
- You'll get an email with the voicemail attached
- Fuze Mobile and Desktop will notify you

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Place a Call

Begin dialling, press **Dial** softkey and use 2-way speakerphone or lift the handset

Or press **Speaker** button 

Or press **Headset** button 

Enter number (no outside 9 prefix),
Wait 3 seconds or click **Send** softkey

Dial full area code (020 for London)

Transfer a Call

During call, press **Transfer** softkey

Or press **Transfer** button 

Enter number of destination,
Wait 3 seconds or click **Send** softkey

Warm Transfer - Wait for answer then announce caller and press **Transfer** softkey

Or press **Transfer** button 

Cold Transfer - Press **Transfer** softkey

Or press **Transfer** button  before answer

Forward Inbound Call

Press **Forward** softkey while phone is ringing

Enter destination number

Press the **Forward** softkey

Answer a Call

Pick up handset

Or press **Speaker** button 

Or press **Headset** button 

3 Way Conference

Whilst on an active call:

Press **More** softkey

Press **confrnc** softkey

Dial number of second participant

Press **More** and **confrnc** softkey

All 3 parties will be connected

Place a Call on Hold

Press **Hold** button 

Or press **Hold** softkey

Press **Resume** softkey to retrieve the held call or press **Hold** button 

Ignore a Call

Press **More** softkey whilst ringing

Press **Ignore** softkey

Audible ringing ceases

You may still answer the call prior to being sent to voicemail

Conference Actions

Press **Hold** button  or softkey to place all participants on **Hold**

Press **Split** softkey to move participants into separate calls

Press **End** softkey to hang up just your line, leaving other participants connected

Group Call Pickup

When a phone in your group is ringing:

Press **Pickup Group** softkey

Speakerphone will automatically be enabled

Pickup the telephone handset

Or press **Headset** button 