Nortel 2033 Audio-conference telephone

**Basic functions**

**Make a call**
1. Press the Line key.
2. Dial an extension or dial 0 and an external number. (Dial 9 for the Operator.)

**End a call**
1. Press the Goodbye key.

**Answer a call**
1. Press the Line key.

**Placing a call on Hold**
1. Press the Hold key while connected to the caller.

**Retrieving a call on Hold**
2. Press the Line key to return to the call.

**Mute**
1. Press the Mute key (flashing red LEDs show the microphones are disabled).
2. Press the Mute key again to enable the microphone.

**Conference calls**

To create a conference call of up to six callers:
1. Ring or answer the first caller.
2. Press the Conf soft key. (Current call is placed on hold.)
3. Dial the number of the party to be added.
4. Press the Goodbye key if the called number is busy, not answering or if an error is made when dialling, and press the Line key to return to the call on hold.
5. Repeat the above steps to add more callers.
6. Press the Goodbye key to leave the conference call. The other callers in the group will remain in the conference call.

**Transfer a call**

**Transfer a call**
1. Press the Trans soft key while on a call. Call will be placed on hold.
2. Dial the required number (prefix with 0 for external calls).
3. Announce the caller when answered.
4. Press the Trans soft key to complete the transfer.

Note: If the person you are trying to transfer the call to is busy or not answering, press the Goodbye key and press the Line key to retrieve the original caller.

**Blind transfer**
1. Press the Trans soft key while on a call. Call will be placed on hold.
2. Dial the required number (prefix with 0 for external calls).
3. Press the Trans soft key. Transfer is completed.
4. Hang up.

**Volume control**

**Volume control - Handsfree volume**
1. Press the key to increase the volume during a call.
2. Press the key to decrease the volume during a call.

**Volume control - Ringing volume**
3. Press the key to increase the volume when the telephone is ringing.
4. Press the key to decrease the volume when the telephone is ringing.

**Call forward**

**Call forward**
1. Press the Fwd soft key. Use the Navigation keys to scroll down and view the last number used for call forward.
2. Dial a new number to forward calls to (50852 for voicemail), or don’t enter anything to use the last number.
3. Press the Fwd soft key to activate call forwarding.
4. To cancel call forward
1. Press the Fwd soft key and then the Cancel soft key to turn off forwarding.
STD/IDD

STD/IDD (for authorised users only)
1. Dial **4 then the 4-digit authorisation code, followed by 0 for an external number, followed by the STD/IDD number including the country/area code.

Call park

Park a call to be picked up by another telephone
1. Press the Park soft key while on a call. Take note of the park number displayed.
2. Press the Park soft key again to confirm.

Pick up a parked call
1. On any phone, lift the handset or press the Line key.
2. Dial the park number displayed when the call was parked to retrieve the call.

Services
1. Press the Services key.
2. Use the Navigation keys to highlight the Telephone Options.
3. Press the Select soft key.
4. Use Navigation keys to move up and down the list. Options are:
   1. Volume adjustment
   2. Contrast adjustment
   3. Language
   4. Date/Time
   5. Local DialPad Tone
   6. Set Info
   7. Diagnostics
   8. Ring type
   9. Call Timer
   10. Live dial pad
5. Press the Select soft key to choose the highlighted option.
6. Follow the screen prompts to make a selection.
7. Press the Select soft key to save the changes.
8. Press the Cancel soft key to exit without saving any changes.
9. Press the Cancel soft key to exit the current menu.

Troubleshooting
- Telephony and voicemail website: http://www.rmit.edu.au/staff/it/telephone
- IT Service Desk web: www.rmit.edu.au/its/ithelp
  - email: itservicedesk@rmit.edu.au
  - tel: 992 58888