



A22 Model Shown

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# Digium A20/22 IP Phone Quick Setup Guide

You are about to join Asterisk with a Digium phone!

## DIALING CALLS

Pick up the handset, or press a line key and dial a number. Or, dial a number and press the **Dial** softkey.

You can also use **Directory (Dir)** or **History (Call Log)** to find the number you want, then press the Dial softkey.

## RECEIVING CALLS

Pick up the handset, or press a softkey: Answer, Divert, Reject. **Divert** allows you to forward the call to another destination. **Reject** instructs the server that your phone does not wish to receive the call.

## REDIAL

Press the **Redial** button to redial the last call you made. When pressing it, you will be presented with a list of the recently dialed calls. You can press the Redial button again to dial the last number, or you can scroll to your desired number and press the **Dial** softkey.

## HOLD

During a call, press the **Hold** softkey. The line key flashes green. Press either the flashing line key or the **Resume** softkey to resume the call.

## TRANSFER

**ASSISTED** - During a call, press the **XFER** softkey. Enter a number or press the **Dir** softkey to find a number. Press the **Dial** softkey. When someone answers, inform them of the call to be transferred. Press the **XFER** softkey, and the transfer is completed.

**UNASSISTED (blind)** - During a call, press the **XFER** softkey. Enter a number or press the **Dir** softkey to find a number. Press the **XFER** softkey, and the transfer is complete.

## CONFERENCE (3-WAY CALLS)

During a call, press the **Conf** softkey. Dial the third participant's number, or use **Dir**. Press the Conf softkey to connect all participants. To split a conference into separate calls with each participant, press the **Split** softkey and select the participant to drop from the call.

## DIRECTORY (CONTACTS)

Contacts are used for rapid dialing, and for finding additional numbers for someone. You can use **Directory** from within **Transfer** and **Conference**. To see the Detail page for a contact, use the Detail softkey when viewing a contact. Details include a person's additional numbers.

## VOICEMAIL

Press the **Messages** button to display your Voicemail INBOX. You will see a listing of all accounts on the phone and the number of new and old messages in the mailbox. To dial an account, press the Dial softkey.

## STATUS

To set your phone to reject incoming calls, press the **DND** softkey. This enables Do Not Disturb mode. To disable Do Not Disturb mode, and allow your phone to receive incoming calls, press the **DND** softkey again.

## MENU

The menu application is accessed using the **Menu** softkey. It contains configuration and information screens for your phone.