


Placing Internal Calls

Internal calls are calls placed to other extensions in the system. Internal calls are assigned to the Intercom (IC) button on your endpoint. Contact your system administrator for a list of extension numbers.

To place an internal call:

With or without the handset lifted, dial the extension number. If you enter incorrect digits, you can press  (Hold) to move the cursor backward, deleting the last digits entered.

If you are using Handsfree Mode, speak after you hear a double tone.


If there is no answer or if the extension is busy, you can do the following:

- Request a callback (queue). See “[Requesting a Callback \(Queuing the Endpoint\)](#)” below.
- Camp-on to the busy extension. See “[Using Camp-on](#)” below.
- Leave a message. See “[Leaving Messages at Other Extensions](#)” on [page 37](#).

Requesting a Callback (Queuing the Endpoint)

When you request a callback (queue the endpoint), the system calls you when the extension is available and places a call to the endpoint.

To request a callback:

If there is no answer or if the extension is busy, press  (Special) followed by **6** or the **QUEUE** menu button (Model 5340 only), and then hang up. QUEUE REGISTERED FOR <name> appears. When the extension becomes available, your extension rings.

To cancel the callback request:

Press **6** or the **CANCEL QUEUE** menu button (Model 5340 only). QUEUE REQUEST CANCELED appears.

Using Camp-on

Camp-on keeps you connected to the called extension until it becomes available. You cannot use Camp-on if the called extension is in DND, or if the call is forwarded to voice mail. See “[Using Do-Not-Disturb \(DND\)](#)” on [page 39](#).

To use Camp-on:

Stay on the line and wait for the extension to become available. Do not hang up. If Camp-on is enabled, you hear Music-on-Hold while you are waiting.