

### Placing External Calls

The following sections describe features used when placing external calls.

#### To place an external call:

1. Press the **Outgoing** button, an unlit **Call Key** button, or enter the Outgoing Call access code (**8** is the default code).
2. Dial the number.

#### NOTES

If you cannot place an external call because all outgoing lines are busy, you can request a callback, which prompts the system to contact you when a line becomes available. See “Requesting a Callback (Queuing the Endpoint)” on [page 19](#) “.

If you are prompted for an account code (indicated by a single beep), you must enter an account code before you can place your call. See “Using Account Codes” on [page 25](#).

Depending on system configuration, you may also be able to use one of the following methods to select an outgoing line:

- Enter the Select Line Group feature code. The default codes are 92001 to 92208.
- Enter the Automatic Route Selection (ARS) feature code. The default code is 92000.

Contact your system administrator for more information about using Select Line Group or ARS access codes.

### Redialing a Number

You can quickly redial the last *external* number dialed. You cannot redial extension numbers.

#### To use Redial:

With or without the handset lifted, press  **REDIAL**. The system automatically selects a line and dials the number.



### Using Speed Dial

You can use speed dial to quickly dial stored phone numbers. Speed-dial numbers are either stored in the system (System Speed Dial), or in your endpoint (Station Speed Dial).

### Using System Speed Dial

Your system administrator assigns Speed-Dial location numbers, which are available to anyone in the system. Contact your system administrator for more information.

#### To view or dial System Speed-Dial numbers:

1. Dial **381**. REVIEW SYS SPEED # <code range> appears.
2. Do one of the following:
  - Press  (Up) or  (Down) to scroll through the speed-dial locations.
  - Enter the speed-dial location (**000** to **999** or **0000** to **4999**).
3. Press **#** or the **ACCEPT** menu button (Model 5340 only) to dial the number.