



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.