











Making a call: Lift the handset or press the Speakerphone button. 

Dial a 10-digit telephone number. Please note that there is **no need to dial 9 or 1 or pick a line**.

Ending a call: Hang up the handset or press the Speakerphone button or press the EndCall button  or the Speakerphone button. 


Redial: Press the redial  button to bring up a list of called numbers. Press the up  or  down arrows to select.

Instant Redial: Press the  button twice to instantly redial the last number dialed.

Hold:  Hold is personal and does not allow the line to be picked up by anyone else. Simply press Hold to put the call on hold and press the same Hold button to pick it back up again.

Park: Park is public and does allow others to pick up the line. Simply press a Park button to park the caller. Press the same Park button to pick the call back up again.


Intercom: Dial 08 and the extension you wish to intercom with, then press the # key.

Transfer:  Press Transfer and the extension where you want to transfer the call. Press Transfer again to complete the process. Example: Transfer + 100 + Transfer

Transfer Directly to VoiceMail: Press Transfer and dial 03 + the extension of where you want to transfer the call. The 03 before the extension triggers a voicemail-only action. Press Transfer again to complete the transfer. Example: Transfer + 03 "100" + Transfer

Conference: During an active call press Conf. The call is placed on hold. Enter the number or extension of the second party and press Send. When they answer, press Conf again to join the callers together. Press EndCall to end the Call.


DND Button: Stands for Do Not Disturb. Pressing this button will silence your ringer and send all calls directly to voicemail. DND has a red circle in the top right when turned on.

Volume:  Use the volume buttons while performing the action you want to increase/decrease volume.


To Request Support: Send an email to help@CarolinaDigitalPhone.com or call (336) 346-6000. For additional training, please visit CarolinaDigitalPhone.com/training




Setting Up My New Phone

1. Press the message button  on the phone (or press *97 + "ok"), type in your temporary password (456123), and press the # key. Follow the prompts.
2. Record your name and press the # key.
3. Record your message and press the # key.
4. Change your voicemail password (see steps below)


Changing voicemail password:

1. Press the message  button (or *97 + "ok")
2. Type in your existing password and press the # key
3. Choose option 5
4. Follow prompts to change the password


Changing voicemail name:

1. Press the message button  (or *97 + "ok")
2. Type in your existing password and press the # key
3. Choose option 5
4. Follow prompts to record your new name

Changing your greeting:

1. Press the message button  (or *97 + "ok")
2. Type in your existing password and press the # key
3. Choose option 6
4. Follow prompts to record your new greeting

Checking Voicemail:

1. Press the message button  (or *97 + "ok")
2. Type in your existing password and press the # key
3. Listen to voicemail prompts
4. Choose option 1 for new messages, 2 for old messages, or listen to voicemail prompts for additional options.

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