I can’t make External Calls from my Phone

If you are trying to make a call to an external line or a mobile phone and you are getting a message:

‘I am sorry, this station does not have the appropriate dialling privileges to complete this call’ then you need to log in to your phone. Your connection to the VoIP system may have become disconnected.

To log in to your phone:

- Dial 981
- Enter your phone number and password (4 digit pin code)
- Press the # key

You will then receive a message stating that you are now logged in to the system and you will now be able to make your external call

If you complete the above steps and still can’t dial an external number then contact the IT Service Desk and log a call to have the problem investigated