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1. The Basics

1.1 MAKING CALLS

To initiate a call either: (1) enter number on key pad, (2) lift handset, (3) press a line key, (4) press hand's free button, or (5) press headset key

- **Internal** – Dial 4 digit extension followed by **Dial** soft key or “#”
- **External** - Dial 7 digit (within area code) or 10 digit number followed by **Dial** soft key or “#”

* **Note** – Alternative call execution methods include: pressing **Redial** soft key, using speed dials, directory options and/or call logs.

**** - Helpful Tips - ****

- A timer exists which will automatically process a call if a 3 second pause in dialing is ever detected.
- To clear/re-type an entry one character at a time, while entering numbers or letters use the “delChr” soft key when presented
- To move forward or backward while entering numbers or letters use the sftot key navigation arrows (<< or >>) access by pressing the right directional symbol on the circular navigation pad

1.2 ANSWERING CALL TO YOUR DIRECT LINE

- Performing any of the following actions will connect you to the caller:
(1) Lift handset, (2) press Speaker key, (3) press headset key, or (4) press the line key that the call is ringing in on.

1.3 CALLS ON/OFF HOLD

While connected caller

- Press **Hold** button (Has the hand symbol on it)

To resume

- Press the flashing red line key

1.4 MANAGING TWO (OR MORE) CALLS

1.4.1 Answering An Additional Call

- Press the line key that the new call is ringing on. The current call in process will automatically go on hold as you are connected to the new caller.

To return to original call

- Press the line key of that call

1.4.2 Placing An Additional Call

- Press a line key that is not in use (The current call in process will automatically go on hold)
- Follow new call instructions noted in 1.1
- To move between the calls press the line key of the desired call and the **Resume** soft key (the line you are exiting will always go on hold automatically).

1.5 TRANSFERRING CALLS

**** - Transfer Notes - ****

- If during transfer you need to abort and retrieve the initial caller press **Cancel** soft key while it is present OR if call has already been executed hang up that call and then press appropriate holding line key to connect to original party
- Transfers can also be made to external numbers; replace 4-digit extension with desired external destination number.

1.5.1 Transfer

- Press **xfer** soft key
- Dial 4 digit extension (caller will be placed on hold automatically)
- When party answers announce the call and then press **xfer** soft key
ALTERNATIVELY – Don't wait for party to answer and simply press **xfer** soft key once call begins ringing

1.5.2 Transfer Directly To User's Voicemail Box

- Press **xfer** soft key (caller will be placed on hold automatically)
- Dial "***55**" when prompted enter the **4 digit extension + #**

1.6 CONFERENCE CALLING

- Make outbound call
- Press **Conf** soft key and Make 2nd outbound call
- Press **Conf** soft key to bridge all 3 parties together
- To end a call simply hang up

* **Note** – To remove yourself and keep the other parties connected press **Join** soft key.

2. Productivity Items

2.1 USING CALL LOGS

- Press **Set up** button (Has the corner folded paper symbol on it)
- Select option 3; "Call History"
- Select 1 - Redial List, 2 – Answered Calls or 3 – Missed Calls using the up/down options of the circular navigation pad or by selecting the number on the keypad that corresponds with the desired option.
- Highlight desired call and press **Dial** soft key to execute a call to that number or press right directional arrow to display the **Save** soft key and add them to your contacts/speed dials.

2.2 USING THE CONTACT DIRECTORY

- To view your saved contacts (or add new) press the **Dir** soft key
ALTERNATIVELY – Press **Set up** button (Has the corner folded paper symbol on it) and select option 1; "Directory"
- Use up/down options of the circular navigation pad to scroll through contacts or select the number on the keypad that corresponds with the desired option.
- Once you have highlighted the desired party press the appropriate soft key to dial or edit the details of the contact.
- If **adding a new contact** press the **Add** soft key and enter: Name, Number, and "Contact" which is the 10-digit phone number.

2.3 FORWARDING ALL INCOMING CALLS

- Take phone off hook
- Enter ***72** (wait for prompt to enter destination)+
- Enter **forward to number + #**

Acceptable "forward to number" entries include:

(A) 4-digit extension

(B) 10-digit off platform number

(C) *55 + your own extension which will send all calls directly to voicemail.

Example for user at ext 1234 = *551234

2.4 UNFORWARDING INCOMING CALLS

- Take phone off hook
- Enter ***73**
- An audio confirmation of your forward status will be issued

2.5 JOINING TWO CALLS TOGETHER

- While connected to either call press **confLx** soft key
- All 3 parties will be joined together

3. System Items

3.1 ANSWERING INCOMING CALLS TO ALTERNATIVE EXTENSIONS ON YOUR PHONE

- Call will ring on an auxiliary key
- Press the line button that correlates with the ringing line to answer the call
OR press the **Answer** soft key

3.2 ANSWERING CALLS AT ANOTHER PHONE FROM YOUR OWN

While call is ringing at alternate location that you desire to answer

- Take phone off hook
- Enter ***97 + 4-digit extension that you wish to answer + #**
- You will be connected to the caller

3.3 ANSWERING CALLS WITHIN YOUR GROUP

Requires proper user privileges and/or administrative configuration

While call is ringing at alternate location that you desire to answer

- Take phone off hook
- Enter ***98 + #**
- You will be connected to the caller

3.4 PARKING A CALL

While connected to caller

- Press **xfer** soft key (caller will be placed on hold automatically)
- Enter ***68 + 4-digit extension that you want to park call to + #**
(*Note – An extension can only allow one parked call at a time; a fast busy will be returned if a second call is attempted to be parked)
- An audio confirmation of the parked status will be issued

* **Note** – Parked calls will ring back to the phone that parked it if not retrieved after 45 seconds.

3.5 RETRIEVING A PARKED CALL

- Take phone off hook
- Enter ***88 + 4-digit extension that call is parked to + #**
- You will be connected to the caller

3.6 TO PAGE OVERHEAD (IF OFFICE IS EQUIPPED)

- Dial Ext. **XXXX** from any phone (*Note – See your extension list or system administrator for information on the actual service extension that correlates to the XXXX).
- Begin speaking when the line is answered