



User Guide

Instruction in this article is intended to be non-phone specific. Therefore, it speaks of functions rather than buttons and soft-keys, and it will avoid detailed reference to specific phone's display elements. This article's purpose is to give you direction on how to perform certain general phone operations without referring to the specifics of individual phone interfaces.

Phones and Call Handling

Placing a Call

You can place a call using your phone over the handset, speakerphone, or headset.

- To make a call using handset simply pick up the handset and dial the number. You may also be able to dial first, then pick up the handset.
- To make a call using the speaker phone - with the handset on hook, then press the speakerphone function. Once you have dial tone, you can then dial the number.
- To make a call using a headset - press the *New Call* function. Once you have dial tone, you can then dial the number.
- During a call, you can alternate between Speakerphone, Headset, or Handset modes by pressing the appropriate functions, or picking up the handset.

The name of the called party is displayed in the active window on the call screen. The call duration of active calls is also visible on the call screen.

Answering A Call

- **When not in another call**, answering a call is as simple as picking up the handset, or pressing the *Speakerphone* function if you wish to communicate via speaker phone, or pressing the *Answer Call* function if you wish to communicate via headset.
- **When in another call**, and a call comes in it will likely be indicated by a call waiting tone and a flashing signal on the incoming call's corresponding line key. There should also be incoming call information in your phone's screen.
 - Press the *Hold* function, or *Park* your call
 - Find the incoming call's corresponding line key function and press it.
 - Or select the call via the phone's screen interface and press the *Answer Call* function.

To reject an incoming call, press the *Silence* or *Reject* function.

Ending A Call

Do one of the following:

- If you are using the handset, press the *EndCall* function or replace the handset.
- If you are using a headset, press the *Headset* function
- If you are using the speakerphone, press the *Speakerphone* function

Redial

To redial the last placed call from your phone, press the *Redial* function.

Hold

During a call press the *Hold* function to place the call on hold.

To retrieve the call, press the *Hold* or *Resume* function.

If multiple calls are on hold, select the call you wish to retrieve by navigating the Phone's screen or by selecting the corresponding call's line key function and pressing the *Hold* or *Resume* function

Forwarding a Call

Call Forwarding is the phone's ability to direct a call to another party. It comes in two flavors. This feature is typically local to the phone but may be overridden by call server settings. For more information, contact your system administrator.

1. **Static Forwarding** - You can configure your phone to forward all incoming calls.
 - Select the *Forward* function
 - If multiple lines are configured for your phone, select or enter the line you wish to have calls forwarded from.
 - Select the forwarding type:
 - **Always** - All incoming calls will be forwarded.
 - **No Answer** - Only unanswered calls will be forwarded.
 - **Busy** - Forward calls that come in while you are in another call.
 - Enter a number for where to forwards calls. If you selected No Answer, then you may also be prompted to enter the number of rings to allow before the call gets forwarded.
2. **Dynamic Forwarding** - You can forward calls as your phone is ringing.
 - When the phone rings, press the *Forward* function.
 - Enter a number for where to forward the incoming call.
 - Press the *Enable* function

How to Transfer

Transferring a call can be done in two ways:

1. **Consultative transfer** - The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
 - During a call, press the *Transfer* function of your phone.
 - Dial the number to which you wish to transfer the call.
 - Once you hear the ringback sound or any time after the party answers, press the *Transfer* function or hang up to complete the transfer. You may talk privately with the party to which you are transferring the call prior to completing transfer.
 - You may cancel the transfer at any time before the call connects by accessing your phone's *Cancel* function.
2. **Blind transfer** - The call is immediately transferred after you dial the number of the party to whom you want to transfer the call.
 - During a call, press the *Blind* function of your phone.
 - Dial the number to which you wish to transfer the call. From this point the call will be connected to the party to which you are transferring.

How to Transfer Directly to Voicemail

To transfer a caller directly to a person's voicemail without ringing their extension:

- While you have the caller on the line, select the *Blind* transfer function.
- Dial ** and then extension of the party you wish to transfer to (for example **101)

How to Conference

You can create a conference with other parties using the phone's conference function. You can create a conference at any time between an active call and a call on hold (on the same or another line). While in a conference, your phone's display will be populated with Conference related and functions.

Setting Up A Conference

- Call the first party
- Press the *Conference* function of your phone
- The active call is placed on hold
- Call a second party
- When this party answers press the *Conference* function to add them to the conference.

Add Additional Parties to A Conference

- Press the *Conference* function to add another party.
- All members in conference will be placed on hold.
- Dial the next party member.
- Press *Conference* function again to add them to the conference.

How to Park Calls

You can create a call park in the portal by using the value of *31 for park 1, *32 for park 2, park *33 for park 3 and so on.

- While on the phone with a user press the park key and the call will be transferred to the park 1 orbit.
- To retrieve the parked call simply press the park key to retrieve the parked call.
- If the user does not have a park key but wants to retrieve a parked call, they may dial *31 to retrieve the call.
- If the user does not have a park key and wants to place a call on park they may press blind transfer and dial *31.

User Dashboard

The user dashboard is available at <https://voice.adventtech.net> From here you can use a web interface to do the following:

- Set your find-me-follow-me with multiple devices.
- See visualization of call history and voice mails (if messages are left in the system).
- Use the portal to see the availability of other users in the system.
- Place calls from the web portal, connecting to any of your devices or personal phone.

For more information, contact your system administrator.