



Available features may vary. Provided feature set is based on the original order and the system administrator's requests for each deployment. Please contact your system administrator or Telesystem directly to discuss any additions to the system.

Programmable Top Keys: two line keys plus up to 19 other buttons may be programmed on the keys that line the right and left side of the dynamic screen. Keys may be programmed via the CommPortal interface.

Message Waiting Indicator (Voicemail)



Basic Call Handling

Make a call

Lift the handset then enter the phone number, extension, or code you wish to dial. Press **Send** to initiate the call or wait for it to go through.

Answer a call

Lift the handset then begin speaking to the caller.

Alternately, the **Line** key, **Answer** soft key, **Speaker** button, or **Headset** button may be pressed to answer an incoming call.


End a call

Hang up the handset or tap the **End Call** soft key.


Speaker

Press the speaker  button to use speaker audio mode.


Headset

Press the headset  button to use headset mode audio (must have a headset attached).

Volume

Press the volume  buttons to adjust volume for your ringer when idle or audio mode while on a live call.

Mute

Press the mute  button to mute your audio while on a call. Press again to disengage.



Advanced Call Handling

Hold

Press the **Hold** soft key to place an active call on hold.

To resume a held call, press one of the following:

- **Resume** soft key
- Line key (blinking)

Alternately, use the  and  buttons to select the desired held call on the display then press **Resume**.

Blind Transfer (Unannounced)

Blind transfers pass through the caller ID of the originating caller to the third party.

- Press **Transfer** soft key
- **Input** the destination extension or phone number
- Press **B Transfer** soft key to complete the transfer

*Transfer a call directly to an extension's voicemail box, use *90 plus the extension as the destination number. For example, to send a call directly to extension 100's voicemail box, transfer to *90100 using the above method.*

Announced Transfer

Announced transfers allow you to speak with the third party before completing the transfer.

- Press **Transfer** soft key
- **Input** the destination extension or phone number
- Remain on the line while the second call connects.
 - To complete the transfer after speaking with the third party, either hang up or press **Transfer** soft key
 - To cancel the transfer and go back to the first party, press the **Cancel** or **EndCall** soft key (your first call will still be on hold).

Conference (Three Way) Call

- Press the **Conference** soft key
- **Input** the third party's extension or phone number
- Remain on the line while the second call connects.
 - To complete the conference press **Conference** soft key
 - To cancel the third party instead of joining them press the **Cancel** or **EndCall** soft key (your first call will still be on hold).

While on a conference call, you can do the following:

- *Hang up: this ends the entire conference for all three parties.*

- *Manage: Press this soft key to remove a person from the conference, Mute one person in the conference (called "Far Mute") or Hold one person in the conference (called "Far Hold").*
- *Split: Press this soft key to place both calls on hold on your phone separately.*

Park

Park is a 'shared' hold. A parked call can be accessed by all desk phones at the site.

To park a call:

- Press "..."
- Press **Park**
- **Follow** the prompts that will guide you to park a call on your own extension or someone else's.
- The voice prompts will **confirm** that your call has been parked. You may hang up.

To retrieve a parked call:

- Pick up the phone
- Press "..."
- Press **Retrieve**
- **Follow** the prompts that will guide you to unpark a call.




Advanced Features

Voicemail

To access voicemail, press **Message**  button. Follow the voice prompts to manage voicemail messages and greetings for your extension.

If messages are being sent to the phone, the message waiting indicator light will blink to signal a new message has been received. Voicemails are retained for 60 days on the system.

Redial

Press the redial  button to view the *Placed Calls* list then use the  and  to select the desired call. To place the selected call, either pick up the phone or press the **Send** soft key.

History

Press the **History** soft key to access a log of the most recent calls. Use the arrow buttons to navigate the lists of all, missed, placed, and received calls.

Do Not Disturb

Press the **DND** soft key to turn do not disturb on or off.

While DND is enabled, all direct calls to your extension or direct phone number will go directly to your voicemail box. You may make outbound calls normally.

Call Forwarding

Call forwarding of your personal line/extension may be done from the phone.

- To turn forwarding on, dial *72 followed by the extension of phone number to forward calls to. Pick up the phone to send the command.
- To turn forwarding off, dial *73. Pick up the phone to send the command.

Call Center Agent Features

Phones that are part of a call center may be configured with additional feature to allow agents to log in and out of the call center or change their availability in it.

Login/Logout

If you are part of a call center group, your phone may be equipped with a *Login/Logout* button to allow you to log into the call center or log out of it.

- To log into the call center press the **Login** soft key.
- To log out of the call center press the **Logout** soft key.

The *Login* soft key is only visible when you are logged out. The *Logout* soft key is only visible when you are logged in.

Availability

While logged into the call center, you may have the ability to manage your availability with codes setup by your system administrator. For a list of available codes and their intended use, talk to your call center administrator.

- To change your state to Unavailable, press the **Unavail** soft key then enter the appropriate code for the state you wish to use.
- To go back to being available for call center calls, press the **Avail** soft key.

When you first log in, your availability is *Available* to signal to the call center you are ready to take calls.

The line key icon may indicate your availability with icons similar to the following:



Logged Out



Logged In, Available



Logged In, Unavailable



Wrap Up

*Please note that these advanced features may initially need to be set up by Telesystem Team. Please contact Telesystem with questions.