

## **xxx : IP Office Digital Set Help Sheet**

### **Your Extension Number**

Your multi-button telephone set has multiple extension buttons that are your x digit extension number. You get calls in and out on all of these buttons. Dial 9 for outside calls.

When you call out, there will be a green light on the button in use.

### **Incoming call Ringing:**

You will get a flat low ring for inside the system callers; outside calls will have a higher pitched tone. On Display sets you will see caller information.

The green light on the button will flash for an incoming call.

### **Hold**

Press the Hold button; a red light will come on next to the button. To enter back into this call, press the button next to the red light.

### **Transfer**

To transfer a call, press Transfer, the caller goes on hold, you hear new dial tone. Dial the extension you want to transfer this call to. You may wait and announce the call, or, just press Transfer again to send the call.

### **Conference**

When you are on a call, just press Conf. The call you are on goes on hold. You may now dial who you want to conference in---an extension or, dial 9 and an outside number. When they answer, just press Conf to add them into the conference. (The Drop button in your Display can remove a specific caller added to a conference call- press Menu > Drop, then use ← or → to show callers)

### **Call Park -- Hold a Caller and pickup at another telephone**

When you Park a call, it allows another telephone to pickup that caller.

To Park a call on your extension, press the button labeled: Park 1 or Park 2. The light on the button will flash.

To retrieve the call, press the button next to the flashing light on your set or another set **twice** – you will now be connected to the caller.

## **Operator Call Park - and how to pickup**

### **a Parked Call at a set without Hold 1 or Hold 2**

To pickup the caller at a set that does not have a dedicated Park 1 or Park 2 button, dial the **Ride Code x, the Hold number, 1,2,3, etc. and #**

The Operator can Call Park on Hold 1, Hold 2, etc. and announce to pickup (Ride) the call: press the Hold 1, Hold 2, etc. or dial the Ride Code and the Hold number followed by #

## **Call Pickup: how to answer another ringing telephone in your group**

To answer a ringing telephone, press the button labeled Call Pickup.

( on TransTalks, dial **XXXX** )

To answer a specific ringing extension dial **\* 3 2 \* ext number #**

## **Display Controls**

Your Display has two types of buttons: *Display Control Buttons* such as Menu, Exit, Next, or ← → that access features in your Display, and *Softkey* buttons that activate the Feature you want.

## **Time of Day Display on the telephone set**

Telephone set displays show the extension number of the station set. This can be changed to show the time and date. Press Menu, then press Next or → until you see TmDay – press the TmDay to display the time and date.

## **Send Calls / Forward ( this Feature ????? is in your Display )**

Press Menu, then:

Press Send Calls ( SAC ) to reroute calls to your Voice mailbox.

Press the Forward button, and dial an extension you want your calls Forwarded to.

( Calls may ring ½ ring on your set when these features are active. )

Press the Send Calls or Forward again to cancel the feature.

## **Menu options -- press the Menu button twice and press:**

**Call** –dial an extension you want to: **Page** thru the speakerphone;

leave a **VMail** message for without ringing the set;

or **CallB** – have them call back when they hang up the telephone

### **Hands Free Answer / Internal Auto Answer**

When an internal caller dials your extension, if Hands Free Answer / Internal Auto Answer is activated, your speaker phone will be activated after one ring. Outside calls to your set will not activate your speakerphone. Internal calls that are answered by your speaker phone will not go to your voice mailbox.

**To activate:** press Menu > HfAns the HfAns will have a mark showing active. On sets without a Menu button, the System Administrator can program an Internal Auto Answer button on a lighted button.

### **Volume Control**

Use the Volume control bar to change how loud your set rings, your handset receiver volume, and Speakerphone volume. All 3 settings are independent of each other, and should stay at the adjustment level you select until you change them.

### **Program a personal speed dial on a spare button**

To program a speed dial on a blank spare button:

press **Menu**, then **Next** or **→**, press **Prog** ---- now press a blank unused button on your telephone set. If there is a number previously programmed, use the **leftmost display softkey button** to backspace out the number. Dial the number to be programmed on the blank button. If an outside number, be sure to include 9. press **Done** when complete. Select another blank button to program or **Exit**.

### **System Speed Dials**

System Speed dials are programmed by the System Administrator.

To access, dial **XXX** thru **XXX** this will dial 9 and the outside number.

### **Busy Light Button for another telephone set**

The system administrator can program a **User** button on a spare button that has a light on your telephone. The **User** button is programmed with the telephone extension name. This button is used for calling the extension or transferring a caller to that extension. If the light is lit red, press Transfer and dial the extension to transfer a caller to that extension.

### **VoiceMail Access: get your voicemail messages**

To get your messages, dial **\*17** When the system answers, dial in your extension followed by **#** Then dial your password followed by **#**

Remember, the first time you access your mailbox, your password is just **#**

**Direct Voice Mail** Press **\*** and dial the 4 digit extension number

## **Hunt Group Calls with CCC Hot Desking Login:**

### **Hunt Group Log In --- in the Morning:**

Your telephone will have No User in the Display

To Log In to your Hunt Group, press the button labeled Log In.

You now dial your **4 digit** extension number and press the button below Next in the Display

Dial your password **2580** and press the button below the Done button in the Display

You will see your user name and correct 4 digit extension in the Display

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### **Hunt Group Log Out --- at the end of the day:**

To Log Out, press the button labeled Log Out.

You will hear two beeps -- “ dot dot “

The right side of the Display of your telephone will be blank –

No User will appear in the Display of your set