

BASIC PHONE FEATURES

NEW NORTHERN CALIFORNIA CONFERENCE PHONE • MAY 2016

Button Options

The four horizontal buttons right below the screen change based on what the phone is doing (for example, onhook, offhook, ringing, on hold, etc):



On Hook

New Call • Takes the phone off hook and phone is ready for you to dial.

Redial • Redial last dialed number.

CFwdALL • Forward all calls to another number. (To cancel call forwarding, press CFwdALL and forward it to your own extension.)

More • Next set of options.

DND • Do Not Disturb. This has two options: 1. DND (Busy) - all calls will be sent directly to voicemail (not a busy signal). 2. DND (Silent) - phone will not ring, but you will be able to see who is calling. If you do not answer the call before the fourth ring, it will be sent to voicemail.

GPickUp • Pick up another ringing extension.



Off Hook

Redial • Redial last dialed number.

EndCall • Hangs up the phone.

CFwdALL • Forward all calls to another number. (To cancel call forwarding, press CFwdALL and forward it to your own extension.)

GPickup • Pick up another ringing extension.



In Call

Hold • Place caller on hold.

EndCall • Hangs up the phone.

Transfer • Transfer caller to another extension or outside number.

Confrrn • Move all calls to a conference call.

DirTrfr • Connect two calls together. Disconnect from both.

CFwdALL • Forward all calls to another number. (To cancel call forwarding, press CFwdALL and forward it to your own extension.)



On Hold

Resume • Return to call.

New Call • Start a new call.

EndCall • Hang up phone.

Transfer • Transfer caller to another extension or outside number.

Confrrn • Move all calls to a conference call.

Select • Select between multiple calls.



When a Call Comes in

Answer • Picks up your phone on speaker or headset

EndCall • Sends caller to voicemail



Dialing Out

It is no longer necessary to dial 8 for an outside call.

Local Calls • Dial the seven digits 123-4567

Long Distance Calls • Dial area code plus number (123) 456-7890 OR dial 1+area code + number 1 (123) 456-7890

International Calls • 1. Get the international calling code from Administration. 2. Call the International number.



Conference Calls

You can have five people on a conference call.

1. Call the first participant. When they answer, put them on hold.
2. Call the second participant. When they answer, put them on hold.
3. Continue until all participants have been called.
4. With the phone off the hook, press the More option.
5. Choose the Confrrn option.
6. All callers will then be in the conference call.

The person initiating the call will be able to see all callers who are a part of the conference. They will also be able to mute or kick out anyone on the conference call.



Paging (Dial 600)

A page will use *each* phone's speaker and means you will be interrupting everyone's work. Consequently, administration would like to set the following rules for paging from your phone:

- Please be professional since the page goes into everyone's office.
- Paging is to be used if someone has a guest waiting for them. However, please call the extension of the employee first.
- Paging can be used if the situation is urgent. (Bread or produce deliveries are not appropriate uses of paging from phones.)



THE MOST EFFICIENT WAY TO . . .

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Make a call:

1. Enter the number on the keypad.
2. Press the Dial button.
3. Lift the receiver.

(If you lift the receiver first and don't enter the number quickly, the call will timeout.)

Transfer a call to a person:

1. Look up the number.
2. Press the Transfer button.
3. Enter the number on the keypad, plus # (i.e. 230#).
4. Wait for the phone to start ringing.
5. Press the Transfer button again.
(If you wait to look up the number until after you press the Transfer button, the call will timeout.)

Transfer a call to a voicemail:

1. Look up the number.
2. Press the Transfer button.
3. Enter * (star) and the number on the keypad.
4. Wait until the voicemail message begins.
5. Press the Transfer button again.
(If you wait to look up the number until after you press the Transfer button, the call will timeout.)

Get a caller back if you have trouble after pressing the Transfer button:

1. Press the End Call button.
2. Press Resume Call button.

Pick up the general voicemail messages (operators only):

1. Dial *98430#
2. Enter password you've been given

Pick up your own messages:

1. Press the Messages button (which has a picture of an envelope on it) on the right side of your phone.

The most efficient way to pick up a group member's ringing phone:

1. Press the More button.
2. Press the GPickUp button.

