



Business Hosted Voice Quick Reference Guide



In the event of an emergency, dial 911.


Using The Headset or Speaker

- 1 Use the Speaker button  to turn speaker ON/OFF.
- 2 Use the Headset button  to use a headset once one has been connected.


Making A Call

- 1 Take Handset/Headset off-hook or press Speaker button or an available LINE key (activates speakerphone).
- 2 The line will have dial tone and the corresponding line's LED will turn green.
- 3 If you wish, select another LINE key.
- 4 Enter the phone number.

Phone number may be entered (and corrections made with "Backspace" soft key) before taking handset/headset off-hook

- 5 Press the SEND button  or press the "DIAL" soft key.

Redial

- 1 Take the phone off-hook.
- 2 Press the SEND button  or press the "REDIAL" soft key.

Answering Calls

Single Incoming Call:

Answer call by lifting Handset/Headset or pressing SPEAKER or by pressing the corresponding account LINE button.



Multiple Incoming Calls:

- 1 When there is a call waiting, you will hear a Call Waiting tone.
- 2 The next available line will flash red.
- 3 Answer the incoming call by pressing its corresponding LINE button.
- 4 The current call will be put on hold.
- 5 Toggle between the calls using LINE button.

Ending A Call

End a call by pressing the "End Call" soft key or hang up the phone.



Call Hold/Resume

- 1 Hold: Place a call on "hold" by pressing the hold button .
- 2 Resume: Resume call by pressing the corresponding blinking LINE or by pressing the HOLD button  again.


Call Transfer

If you are in a call and wish to transfer the call to another party.

Blind Transfer:



- 1 Press transfer button .
- 2 To complete transfer of active call, dial the number and press the send button  or the "Blind Transfer" soft key.

Attended Transfer:

- 1 Press an idle line key to make a new call and the active LINE will be placed on hold automatically.
- 2 Once the call is established, press transfer button  followed by the blinking LINE button of the held line to transfer the call.
- 3 After the call is transferred, phone will display idle screen.

3-Way Calling



Assuming that you are already in a conversation and wish to bring a third party together in a 3-way conference.

- 1 Press conference button  to bring up the conference dialing screen.
- 2 Dial the third party number followed by SEND button .
- 3 When the call is established to the third party, press the "ConfCall" soft key to initiate 3-way conference.
- 4 To re-establish a 3-way call after putting one party on hold to consult privately with the other party, press the conference button and then select the other blinking LINE.

Cancel a Conference Call:

- 1 Press "Kick" soft key in conference dialing screen to remove a party and resume a two-way conversation.
- 2 Using the ARROW buttons, select the party to remove and then press the round button in the middle of the ARROW buttons.

Hold The Conference:


- 1 Press the hold button  to hold the conference call with all parties on hold.
- 2 Press hold button  again to resume conference call; or select a blinking LINE to speak with one party.

End The Conference:



The conference will be terminated for all three parties if the conference initiator hangs up or presses "End Call" key.

Voicemail Message


A blinking red MWI (Message Waiting Indicator) indicates a message is waiting.

Press the Message button  to retrieve the message. You will be prompted through the process of message retrieval.

Mute/Unmute

- 1 Press the MUTE button  to mute/unmute the microphone.
- 2 The Mute icon  indicates whether the microphone is muted.

Volume Adjustments

Use the volume button  to adjust the ring volume when the phone is idle.

Press the volume button during an active call to adjust the call volume.

Using Your Personal Portal

The portal's homepage includes the following:

Personal Area – for configuring your user account, including changing the password

Language – select the language to be used throughout your portal

Help – access help for the page you currently are on

Exit – securely exit the portal

Home – access the areas within your portal

My Services – an overview of your services as a user

My Calls – a list of your outgoing, answered and missed calls

My Contacts – a list of your personal and corporate contacts

Call Forwarding – Always

This service forwards all of your incoming calls to an alternative number selected, without ringing your telephone first.

Call Forwarding is always turned on either with the User Portal or a code entered on the phone keypad (*72 to activate and *73 to deactivate Call Forwarding). In the Portal, Call Forwarding is turned on by selecting Call Forwarding in the My Services area and then entering the number forwarded from and the number forwarded to.