

User guide on helpful office phone features

PARKING AND RETRIEVING A CALL

Park is a feature that allows you to place a call on public hold utilizing one of 3 “parking spaces.” So that you or other staff members can unpark and answer the call from any phone. On your office phone they are labeled as Park 1, Park 2, Park 3 line keys.

To “park” an active call, press one of three Park line keys – this will place the call to a shared parking space. If a park is being utilized by another member, LED indicator will change from green to red indicating that there already a parked call. Pick one that is available (green LED status).

Once the call is in park, you have an option to unpark it by pressing Park line key again or call another member and let them know they have a call parked in one of the 3 “parking spaces.” They will be able to pick up the parked call by pressing Park line key on their end and resume the call.

TO PLACE A CALL ON HOLD

If you need to place a caller on a brief hold, press “Hold” button (found under the screen).

To return to the call, press the same button, however this time it will be labeled as “Resume.”

While the caller is on hold, you can make another call by pressing “New Call” button. To return to your previous on hold call, press “X” button (found under navigation keys).

TRANSFERRING A CALL – ATTENDED TRANSFER

To transfer a call to another extension, press “Transfer” key, then dial extension of another member you would like to transfer the call to.

When you hear the ring or after you speak to the other staff member, press “Transfer” key again to transfer the call.

BLIND TRANSFER

To transfer a call, dial the other party and then press “B Transfer”

CONFERENCE CALL

While you are on an active call, you have an option to bridge another person. First step is to press “Conference” key then dial an extension you would like to bridge. When the other person picks up, press “Conference” key again.