



Keys & Buttons

The Navigation arrows are shortcuts:

- Down: Missed Calls List
- Left: Received Calls List
- Right: Placed Calls List
- Up: Favorites
- Mute Key: Mutes your handset or speaker
- Press to enable
- Press again to disable

LED Indicators

The LEDs indicates the call status:

- Green: Your call is in progress.
- Flashing Green: A call is incoming.
- Flashing Red: A call is on hold.

DND (Do Not Disturb)

Press the DND softkey to enable. While active, all calls are automatically sent to voicemail. Press it again to disable.
DND icon:

General Keycodes

Place a call

Dial number (extension or 10-digit external number) and pick up the handset or press the Dial softkey.

Answer a call

Pick up the handset or press the Answer softkey.

End a call

Hang up the handset or press the End softkey.

Placing a call on hold

During a call, press the Hold softkey and the LED will blink red to indicate the call is on hold. To return to the call, press the Resume softkey.

Handling Multiple Calls

During an existing call, you will hear a beep as well for any additional calls. Press the Answer softkey to accept the additional call (the active call is placed on hold). If you have multiple calls, you can use the navigation keys to highlight a specific call and use the Hold or Resume softkeys.

Log into a Hot Desk phone

Dial *41 followed by your extension to login. Dial *43 to logout.

Blind/Cold Transfer

During a call, press and hold the Transfer softkey (the active call is placed on hold). Dial the destination and press Send.

Warm/Attended Transfer

During a call, press the Transfer softkey (the active call is placed on hold). Dial the destination and press Send. Once the recipient answers or if you reach voicemail, press the Transfer softkey again. To cancel a transfer, press the Cancel softkey and the original call will be resumed.

Transfer Direct to Voicemail

During a call, press and hold the Transfer softkey (the active call is placed on hold). Dial *86 + the extension number and press Send.

Call Parking

During a call, press the Transfer softkey (the active call is placed on hold). Dial *70 and press Send. You will hear what extension the call is parked on between *710-*739. Press the Transfer softkey again.

Retrieve Parked Call

Dial the extension the call was parked on from any phone.

Paging and Intercom

Dial *75 + extension to page a user or group. Dial *74 + extension to intercom with a user.

Call Center Keycodes

Agent Login

Dial *1 to login to your queue(s) from your assigned phone.

The agent number is the same as your extension number. The password is the same as your voicemail password.

Agent Logout

Dial *3 to logout of your queue(s) from your assigned phone.

The agent number is the same as your extension number. The password is the same as your voicemail password.

Login Roaming

Dial *54 to login to your queue(s) from any phone.

The agent number is the same as your extension number. The password is the same as your voicemail password.

Logout Roaming

Dial *56 to logout of your queues from any phone.

The agent number is the same as your extension number. The password is the same as your voicemail password.

Agent Status

Dial *5 to check your login status from your assigned phone.

The agent number is the same as your extension number. The password is the same as your voicemail password.

Status Roaming

Dial *55 to check your login status from any phone.

The agent number is the same as your extension number. The password is the same as your voicemail password.

Login w/ Forward

Dial *50 to login to your queue(s) and respect forwarding rules.

The agent number is the same as your extension number. The password is the same as your voicemail password.

* Note: System codes may vary.

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