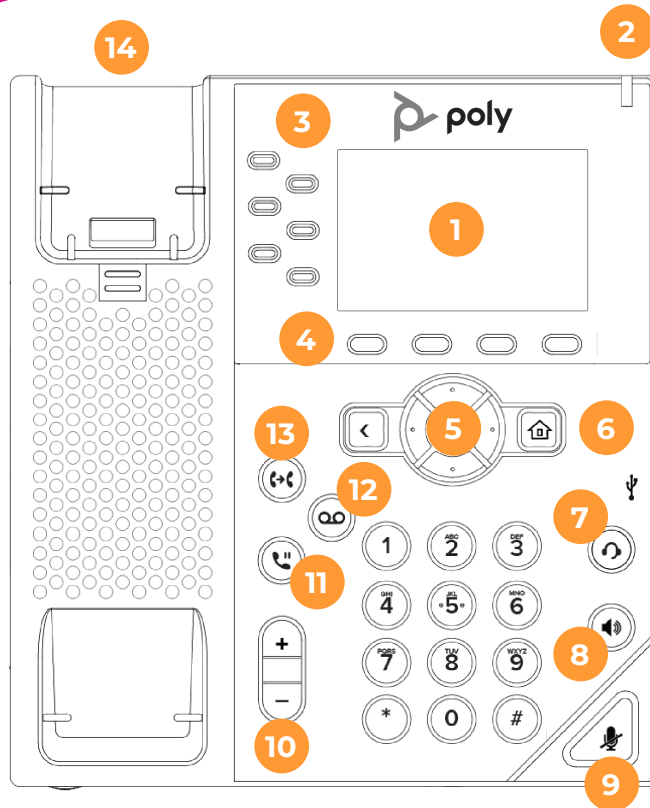


# Call Center User Guide

- 1 LCD Display
- 2 Message Waiting
- 3 Line Keys
- 4 Softkeys
- 5 Navigation Keys
- 6 Home Key
- 6 Speakerphone
- 7 Headset
- 8 Speaker
- 9 Mute
- 10 Volume
- 11 Hold
- 12 Voicemail
- 13 Dialpad
- 14 Security Slot (back)



## 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/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 again to disable.

## 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 handset or press **Answer** softkey.

### END A CALL

Hang up handset or press **End** softkey.

### PLACING A CALL ON HOLD

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

### LOG INTO A HOT DESK PHONE

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

### 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.

### 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**.

### TRANSFER DIRECT TO VOICEMAIL

Press and hold the **Transfer** softkey. Dial **\*86 + extension number** and press **Send**.

### WARM/ATTENDED TRANSFER

Press the **Transfer** softkey. 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

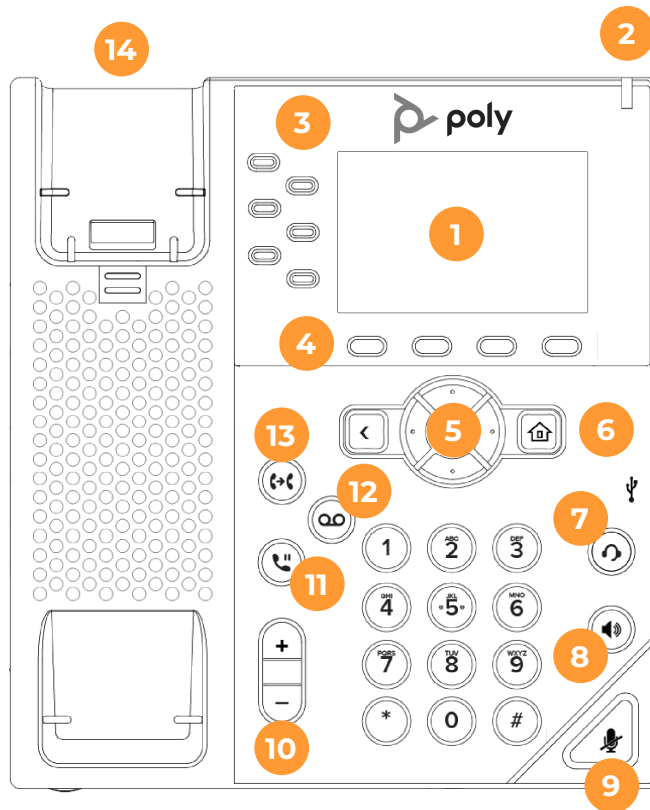
Press and hold the **Transfer** softkey. Dial **\*86 + extension number** and press **Send**.

### CALL PARKING

Press the **Transfer** softkey. Dial **\*70** and press **Send**. You will hear what extension the call is parked on between **\*710 – \*739**. Press **Transfer** again.

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\* Number varies by model



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## GENERAL KEYCODES (CONT.)

### 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.

### LOG INTO A HOT DESK PHONE

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

## CALL CENTER KEYCODES

### AGENT LOGIN

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

### AGENT LOGOUT

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

### LOGIN ROAMING

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

### LOGOUT ROAMING

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

### AGENT STATUS

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

### STATUS ROAMING

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

### LOGIN WITH 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.*