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## BASIC PHONE GUIDE



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### UNDERSTANDING THE BUTTONS ON YOUR PHONE

Your phone has two types of keys; Hard and Soft. The Hard keys typically display your extension as well as any other extension you have programmed. The Soft keys are dynamic; which means they display different functions depending on what the phone is currently doing.



### PLACING CALLS



**INTERNALLY:** To call another person in your company, pick up the handset and dial the other person's extension number. This is typically a 3 or 4 digit number.

**EXTERNALLY:** To call a number outside of your company, pick up the handset and dial that person's phone number (You do not need to add any additional digits to place an external call, just dial "1 + area code + phone number".)

### EMERGENCY CALLS


In an emergency, dial **911** the way you would dial an external number.

### USING THE SPEAKERPHONE




With the handset on hook, press the **New Call** soft key and dial the number, or you can dial the number with the handset on hook, and then press the **Dial** soft key. You can also press the  key followed by the number you wish to dial, or you can dial the number and then press the  key.



TIP

ALWAYS DIAL YOUR NUMBER BEFORE PICKING UP THE HANDSET OR PRESSING THE  KEY; THIS WILL ALLOW YOU TO CORRECT YOUR NUMBER AS YOU DIAL. YOUR PHONE WILL DISPLAY A << SOFT KEY; THIS KEY CAN BE USED AS A BACKSPACE KEY TO EDIT THE NUMBER YOU DIALED.

### REDIAL

Press the right arrow on the Navigation Button , scroll to the number you want to redial and press the Select button  twice or the **Dial** soft key. If the number displayed is the last number you called, simply press the Select button  twice to place the call.

### ANSWERING CALLS

**Using the Handset:** Pick up the handset.


**Using the Speakerphone:** Press the  key, the appropriate Line  key or the **Answer** soft key.





TIP

TO CHANGE THE RING TONE FOR INCOMING EXTERNAL CALLS, SEE THE UPDATING RING TYPE SECTION LATER IN THIS GUIDE.

**ENDING CALLS**

To end a call, replace the handset, or if you used the speakerphone, you can press the  key. You can also press the **End Call** soft key to end any call.

**MUTING YOUR PHONE'S MICROPHONE**

During a call, press the  key (this will mute all modes you use, handset or speakerphone). You will hear all the other parties while they cannot hear you. To turn your microphone back on, press  key again.



**HOLD**

During a call press the  key on your phone or the **Hold** soft key. To resume the call, you can press the  key again, the **Resume** soft key, or the Line  key.


**TRANSFERRING A CALL**

There are two ways you can transfer a call: Attended Transfer and Blind Transfer:


**Attended Transfer** is where you stay on the phone until the party you are transferring the call to picks up and then allows you to advise the party you are about to transfer a call to them. To complete the transfer, simply press the **Transfer** soft key.

1. During a call, press  or the **Transfer** soft key. The active call is automatically placed on hold.
2. Dial the party you want to transfer the call to (this can be an internal extension or an external number).
3. When you hear the second party answer (or after you speak with the second party), press the  key or the **Transfer** soft key. You can cancel a transfer before the call connects by pressing the **Cancel** soft key, and your original call will resume.



**Blind Transfer** is where you simply transfer the call to the intended party without communicating with them first.

1. Press the  key or the **Transfer** soft key.
2. Press the **Blind** soft key.
3. Dial the extension or number you want the call transferred to. Your call will be transferred directly.

**TIP**

TO TRANSFER A CALL DIRECTLY TO ANOTHER EXTENSION'S VOICEMAIL, PRESS THE  KEY AND THEN THE **BLIND** SOFT KEY. DIAL AN **8** FOLLOWED BY THE PERSON'S EXTENSION NUMBER. PRESS THE **SEND** SOFT KEY.

**CALL WAITING**


When you are on a call and another call comes in, your phone will either: Have a Line  key flashing and display the details of the second call, or (depending on your phone model and the call) just display the second caller's details on your screen without the Line  key flashing.

**If a Line  key is flashing:** Press the flashing Line  key to take the call.

**If the Line  key isn't flashing:**

- Use your phone's Up and Down arrows  to highlight the second call.
- Press the **Answer** soft key. The first call is automatically placed on hold.

**To go back to your first call:**

- Use the Up and Down arrows  to highlight that call.
- Press the **Resume** soft key, your first call is automatically placed on hold.

### 3-WAY CONFERENCE CALLS

To host a 3-way conference call:




1. Once you have the first party on the line, press the **More** soft key and then the **Confrcn** soft key. (The first party is automatically placed on hold).
2. Dial the second party. (Can be external)
3. When the second party answers, press the **Confrcn** soft key. All parties are now joined in the conference.



To put the conference on hold, press the **Hold** soft key (both parties will hear Music on Hold.) To end the conference, press the **End Call** soft key; the other parties will remain connected.



TIP

TO SPLIT THE CONFERENCE INTO TWO SEPARATE CALLS (SO THAT YOU CAN TALK TO ONE PARTY PRIVATELY), PRESS THE **SPLIT** SOFT KEY. YOU CAN THEN USE THE UP AND DOWN ARROWS  TO SELECT WHICH PARTY YOU WANT TO CONTINUE TALKING TO, AND WHICH ONE YOU WANT TO KEEP ON HOLD. USE YOUR UP AND DOWN ARROWS  TO HIGHLIGHT THE CALL YOU WANT TO CONTINUE, AND PRESS THE **RESUME** SOFT KEY. DEPENDING ON YOUR PHONE'S CONFIGURATION, YOU MAY BE ABLE TO USE THE **LINE**  KEYS TO SELECT WHICH CALL YOU WANT TO CONTINUE. THE OTHER CALL IS AUTOMATICALLY KEPT ON HOLD. TO RESUME THE CONFERENCE CALL BETWEEN THE TWO PARTIES, PRESS THE **MORE** SOFT KEY AND THEN THE **JOIN** SOFT KEY.



If you have an active call and a call-on-hold, you can press the **Join** soft key to create a conference of the two parties.



TIP

TO HOST A CONFERENCE WITH MORE THAN THREE CALLERS, PLEASE CONTACT THE CENTRALOFFICE CUSTOMER SUPPORT TEAM AT 347.498.0555 OR ENTERPRISE@XCHANGETELE.COM. FOR A ONE TIME FEE, YOU CAN CONFIGURE YOUR PHONE TO HOST UP TO FOUR PARTIES IN A CONFERENCE. TO HOST MORE THAN FOUR PARTIES, WE OFFER A PRIVATE AND DEDICATED CONFERENCE BRIDGE WITH UNLIMITED CONFERENCE CALLING FOR A NOMINAL MONTHLY FEE.

### PARKING A CALL

**Call Park** is a feature that allows you to place a call on hold from one line and retrieve the call from another line. The other line can belong to any member of your business; even a member that works from a different location. To park a call, press the  key or the **Transfer** soft key. Then dial the **Call Park** access code: **\*18**. Listen to the Orbit number where your call was placed; you will need this number to retrieve you call. Press the  key or the **Transfer** soft key again. To retrieve a parked call, dial the **Call Retrieve** access code **\*19** followed by the Orbit number. For example, to retrieve a call parked in Orbit 30, dial **\*1930**.



TIP

FOR EASY ACCESS TO PARKED CALLS, ASSIGN A SPEED DIALING NUMBER ON YOUR PHONE THAT CORRESPONDS TO THE PARK ORBIT NUMBER (SUCH AS ASSIGNING **SPEED DIAL 30** TO DIAL **\*1930**, **SPEED DIAL 31** TO DIAL **\*1931**). THAT WAY YOU CAN JUST DIAL THE PARK ORBIT NUMBER THE WAY YOU WOULD ENTER A SPEED DIAL AND DIRECTLY ACCESS THE ORBIT WHERE YOUR CALL IS PARKED.



TIP

CREATING A **WATCH BUDDY** FOR YOUR CALL PARK ORBITS WILL ALLOW YOU TO SEE ON YOUR PHONE IF THERE ARE ANY CALLS CURRENTLY PARKED. TO CREATE A PARK ORBIT **WATCH BUDDY**, CREATE A CONTACT FOR THE SPECIFIC ORBIT (SUCH AS: **30**, **31**, ETC.) AND ENTER THE NUMBER CORRESPONDING TO THAT ORBIT (**30** FOR **30**, **31** FOR **31**) AS THE CONTACT (SEE THE **CONTACT DIRECTORY** SECTION LATER). THEN ENABLE THE **WATCH BUDDY** FEATURE (SEE THE **BUDDY LIST** SECTION LATER).

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### DO NOT DISTURB

When **Do Not Disturb** is active, incoming calls will be rejected rather than ring your phone. Callers will hear a system-generated message saying that you are temporarily unavailable. If **Voicemail** is active on your line, calls will be sent directly to voicemail and not rejected. Press the **DND** soft key to activate and press it again to deactivate.



### ACCESSING YOUR VOICEMAIL





The flashing **Message Waiting** indicator, individual Line indicators, a periodic beep, and a stutter dial tone (instead of a normal dial tone) all indicate new voicemail messages. The easiest way to listen to your messages, is to simply press the  key and follow the prompts. You can also access your voicemail from outside your office by dialing your personal DID; when the call goes to the Voicemail greeting, press the \* followed by your PIN code; then press the #.






TIP

TO TRANSFER A VOICEMAIL MESSAGE TO A FELLOW EMPLOYEE AFTER LISTENING TO THE MESSAGE, PRESS 5. LISTEN FOR THE ADDITIONAL PROMPTS WHICH WILL INCLUDE THE VARIOUS DELIVERY OPTIONS AVAILABLE. **NOTE:** YOU MUST DIAL THE ENTIRE TEN DIGIT NUMBER OF THE EXTENSION YOU WISH TO TRANSFER TO.

### USING CALL LISTS

You can access lists of recent calls by using the up and down arrows . The right arrow  will bring up a list of Placed Calls, the down arrow  will bring up Missed Calls, and the left arrow  will bring up Received Calls. You can use these lists to extract the contact information of the parties in the list to directly dial or to save to your **Contact Directory** (see next section).

Press the Home key , then press the right arrow  twice, and then press the Select button . Next, press 2 for Recent Calls. You are now presented with a list of recent calls made to or from your phone. You can now choose from the following soft keys:

- **Dial** – Dials the highlighted number.
- **Sort** – Sorts the list either by Time or by Name in either ascending or descending order.
- **Type** – Filters the list of calls by either Missed, Received or Placed.
- **More** – Pressing this button brings you to the next set of soft keys.
- **Clear** – Clears the call list.
- **Info** – Provides detailed call information.
- **More** – Pressing this button brings you back to the previous set of soft keys.

### CONTACT DIRECTORY & SPEED DIALING

Press the  key, then press the right arrow  twice, and then press the Select  button. Next, press 1 for the **Contact Directory**. To add a contact, press the **Add** soft key. Enter the information and press the **Save** soft key.

To edit a contact, go to the **Contact Directory** as described above. Scroll to the contact you want to edit. Press the **Info** soft key. Update the contact information and then press the **Save** soft key to save your changes.




TIP

IF YOU HAVE UNASSIGNED LINE keys ON YOUR PHONE, YOU CAN ASSIGN A CONTACT TO THEM BY HOLDING DOWN THAT KEY AND FILLING IN THE INFORMATION OF THAT CONTACT IN THE APPROPRIATE FIELDS.

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To assign a **Speed Dial** number to a contact, go to your **Contact Directory**. Highlight the contact you want to assign the number to, press the **Info** soft key and then press the **Edit** soft key. In the **Favorite Index** field, enter the number you wish to assign as a **Speed Dial** to this contact. This number will also serve as a priority index for how your contacts are assigned Line  keys on your phone.



TIP



WHEN ASSIGNING SPEED DIAL INDEX CODES, LEAVE NUMERIC GAPS BETWEEN EACH CONTACT (EXAMPLE: FOR CONTACT 1, ASSIGN 1, FOR CONTACT 2, ASSIGN 5). THAT WAY, IF YOU NEED TO ENTER A CONTACT BETWEEN YOUR FIRST AND YOUR SECOND CONTACT, YOU CAN JUST ASSIGN IT A NUMBER BETWEEN THE NUMBER OF YOUR FIRST CONTACT AND THE NUMBER OF YOUR SECOND CONTACT (3 IN THE ABOVE EXAMPLE), WITHOUT HAVING TO CHANGE ALL THE NUMBERS OF YOUR CONTACTS.

To use **Speed Dialing**, press the  key on your phone. Press the Line  key that corresponds to the contact you wish to call.



### BUDDY LIST

To enable the **Buddy List** feature (whereby the contact's name will appear on your screen and inform you if their line is in use), go to the **Contact Directory** (as above) to edit their Information. In the **Watch Buddy** field, use your arrow keys to select **Enabled**. Press the **Save** soft key. To access the **Buddy List**, press the **More** soft key and then the **Buddies** soft key. Select the Buddy you want and press the **Dial** soft key.

### VOLUME ADJUSTMENT

Press the volume  key during a call to adjust the speakerphone or handset volume. To change the ringer volume, press the volume  key when the handset is on the phone and there are no calls in progress.


### UPDATING RING TYPE

To change the ring tone for incoming external calls, press the  key. Select **Settings > Basic > Ring Type**. Scroll to the ring you want using the up and down arrows . To hear a ring type before selecting it, press the **Play** soft key. Press the **Select** soft key to set that ring type.

**Note:** If changing the ring type changes internal calls instead of external calls, and you would like to change to external, please contact the CentralOffice Support Team to configure your BG.



TIP

TO SET A DISTINCTIVE RING TYPE FOR A SPECIFIC CALLER, FIND THE CONTACT IN THE **CONTACT DIRECTORY**. SELECT THE **INFO** SOFT KEY AND THEN THE **EDIT** SOFT KEY. SCROLL DOWN TO THE **RING TYPE** FIELD AND PRESS THE **SELECT** BUTTON . SCROLL DOWN THE **RING TYPE** LIST. PRESS THE **SELECT** SOFT KEY AND THEN PRESS THE **BACK** SOFT KEY. NEXT, PRESS THE **SAVE** SOFT KEY. TO SILENCE THE RING ON A SPECIFIC LINE ON YOUR PHONE, CHOOSE **RING TYPE > SILENT RING**.

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### BUSY REDIAL

The **Busy Redial** feature is a code that, when entered into your phone, will give you the information of the number you last dialed and the option to dial it again. If the line you are trying to reach is busy, your phone will keep checking that line (for a preset amount of time) till it becomes available and then dial it again.

For **Busy Redial**, dial \*66, to cancel, dial \*86.

Once the recording starts, you can dial 1 at anytime to have your phone dial the last number you dialed.



### CALL RETURN

The **Call Return** feature is a code that, when entered into your phone, will give you the information of the last call you received and the option to have your phone dial that number. If the line you are trying to reach is busy, your phone will keep checking that line (for a preset amount of time) till it becomes available and then dial it again. For **Call Return**, dial \*69; to cancel, dial \*89. Once the recording starts, you can dial 1 at anytime to have your phone dial the last party that called you.

### ANONYMOUS CALL REJECTION

**Anonymous Call Rejection** is a feature which, when configured, can be enabled or disabled on your phone to reject calls that come up as anonymous on your phone's display. \*77 will enable the feature, \*87 will disable it.

### CALL PICKUP & DIRECTED CALL PICKUP

**Call Pickup** is a feature that via a code you enter into your phone, picks up any incoming call to a preset group of extensions. **Directed Call Pickup** allows you to pickup any incoming call to a specific extension within your **Business Group**. Both **Pickup** options can not be used once a call is already in progress. For **Call Pickup**, dial \*11 followed by the group code. For **Directed Call Pickup**, dial \*12 followed by the ringing phone's extension number.

### CALL TRACE

**Call Trace** is a feature, that if activated after a call, traces the call and provides the CentralOffice support team with the other party's information. The CentralOffice support team can then pass on this information to the appropriate authorities, if presented with a subpoena. To activate **Call Trace**, dial \*57.

### MULTI LINE HUNT GROUP‡

The **Multi Line Hunt Group (MLHG)** feature groups together multiple extensions you designate into a single group that callers can call directly. When a caller calls the **Hunt Group**, they will be connected to a non-busy extension within the group. Your **Business Group Administrator (BGA)**, in conjunction with the CentralOffice team, can choose different settings for how CentralOffice chooses which extension to connect to when more than one in the group is available. These groups need to be configured by the CentralOffice support team. However, once a **Hunt Group** has been set up, any of your employees who is a member of the group can sign into and out of the group at anytime. If a member wants to login to the group, they dial \*96 followed by the **MLHG** number (ask your **BGA** for the **MLHG** numbers you have available) , dial \*96 again to logout.

‡This feature is only available when your BGA has requested the CentralOffice support team to configure this feature for your extension.

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### INTERCOM‡

Individual extension-to-extension **intercom** calls are calls between users that do not ring the other party's phone, but rather are immediately answered over the other phone's speaker. The receiver will hear a short beep alerting them that an **intercom** call is in progress. To make an **intercom** call, dial **9** followed by the extension while the handset is still on the hook, and then press the **Dial** soft key.

**Group intercom** calls give you the ability to make an announcement over all of the speakers of all of the users in your group. To make a **group intercom** call, dial **\*98**, then wait for a beep, and then make your announcement.



### DOOR INTERCOMS

**Door Intercoms** provided by Xchange Telecom can be used with your **CentralOffice** phone system. When a call comes in from your door intercom, pressing a predefined key will release the door. Depending upon the Intercom model, the default key is either **8** or **6**. The predefined key can also be customized upon request.

‡This feature is only available when your BGA has requested the CentralOffice support team to configure this feature for your extension.

The **CentralOffice** customer support team can be reached at **347-215-9300**  
or by email: [enterprise@xchangetele.com](mailto:enterprise@xchangetele.com)

Visit us at [www.xchangetele.com](http://www.xchangetele.com)



DESCRIPTION	ENABLE	DISABLE
<p><b>Anonymous Call Rejection</b> Reject calls from people who block their Caller ID.</p>	<b>*77</b>	<b>*87</b>
<p><b>Busy Redial</b> Automatically retries a number if the line was busy.</p>	<b>*66</b>	<b>*86</b>
<p><b>Call Return</b> Calls back the last person who called you.</p>	<b>*69</b>	<b>*89</b>
<p><b>Caller ID Block</b> Block your Caller ID on a per call basis.</p>	<b>*67</b>	<b>*82</b>
<p><b>Call Forward</b> Have all calls forwarded to a number of your choice.</p>	<b>*72 + Number</b>	<b>*73</b>
<p><b>Attended Transfer</b> Remain on the line while performing the call transfer.</p>	<ol style="list-style-type: none"> <li>1. During a call, press <b>☎</b> key or the <b>Transfer</b> soft key. The active call is automatically placed on hold.</li> <li>2. Dial the party you want to transfer the call to (this can be an internal extension or an external number).</li> <li>3. When you hear the second party answer (or after you speak with the second party), press the <b>☎</b> key or the <b>Transfer</b> soft key.</li> </ol>	
<p><b>Blind Transfer</b> Automatically hang up once the transfer has been initiated.</p>	<ol style="list-style-type: none"> <li>1. Press the <b>☎</b> key or the <b>Transfer</b> soft key.</li> <li>2. Press the <b>Blind</b> soft key.</li> <li>3. Dial the extension or number you want the call transferred to. Your call will be transferred directly.</li> </ol>	
<p><b>Transfer Direct to VM</b> Send a call directly to the VM of a specific extension.</p>	<ol style="list-style-type: none"> <li>1. Press the <b>☎</b> key and then the <b>Blind</b> soft key.</li> <li>2. Dial an <b>8</b> followed by the person's extension number.</li> <li>3. Press the <b>Send</b> soft key.</li> </ol>	
<p><b>3-Way Call</b> Host a 3-way call.</p>	<ol style="list-style-type: none"> <li>1. Once you have the first party on the line, press the <b>More</b> soft key and then the <b>Confrcn</b> soft key.</li> <li>2. Dial the second party.</li> <li>3. When the second party answers, press the <b>Confrcn</b> soft key. All parties are now joined in the conference.</li> </ol>	
<p><b>Call Park</b> Put a call on hold and allow someone to pick it up from anywhere.</p>	<ol style="list-style-type: none"> <li>1. Press the <b>☎</b> key or the <b>Transfer</b> soft key.</li> <li>2. Dial the <b>Call Park</b> access code: <b>*18</b>. Listen to the Orbit number where your call was placed.</li> <li>3. Press the <b>☎</b> key or the <b>Transfer</b> soft key again.</li> </ol>	
<p><b>Call Park Retrieve</b> Retrieve the call placed in park.</p>	<b>*19 + Orbit Code</b>	
<p><b>Direct Call Pickup</b> Pick up a call that is ringing on someone else's phone.</p>	<b>*12 + Extension</b>	
<p><b>Page All Phones</b></p>	<b>*98</b>	