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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 are physical keys that perform a specific function. The Soft keys are dynamic; this 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 the hook, press the **New Call** soft key and dial the number or select from one of your recent calls that show up on the screen. You can also dial the number with the handset on the hook and then press either the  icon or 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  ICON, THIS KEY CAN BE USED AS A BACKSPACE KEY TO EDIT THE NUMBER YOU DIALED.

REDIAL

To redial one of your previously dialed numbers, press the **New Call** soft key, the  key, or pick up the handset. The previously dialed calls will appear on the screen where you can select the number. Press the  icon to dial.

ANSWERING CALLS

USING THE HANDSET: Pick up the handset.



USING THE SPEAKERPHONE: Press the  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.

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 the  key again.

HOLD

During a call, press the **Hold** soft key. To resume the call, you can press the **Resume** soft 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.


1. During a call, press 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 **Transfer** soft key. You can cancel a transfer before the call connects by pressing the **Cancel** soft key.

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

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



TIP

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

CALL WAITING

When you are on a call and another call comes in, the new call info will display on the screen and have two options, either Answer or Reject; press the **Answer** soft key to answer the call. The first call will automatically be placed on hold.

Use the touch screen to navigate between the calls. Highlight the call you want to go back to, and press the **Resume** soft key on the screen.



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3-WAY CONFERENCE CALLS

To host a 3-way conference call:

1. Once you have the first party on the line, press the **Confrnc** 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 **Confrnc** 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 TOUCH SCREEN TO SELECT WHICH PARTY YOU WANT TO CONTINUE TALKING TO, AND WHICH ONE YOU WANT TO KEEP ON HOLD. USE YOUR TOUCH SCREEN TO HIGHLIGHT THE CALL YOU WANT TO CONTINUE, AND PRESS THE **RESUME** SOFT KEY. THE OTHER CALL IS AUTOMATICALLY KEPT ON HOLD. TO RESUME THE CONFERENCE CALL BETWEEN THE TWO PARTIES, PRESS 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 CAN OFFER YOU 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 **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 **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) AND 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. An  icon will appear on the screen indicating that this feature is active.



ACCESSING YOUR VOICEMAIL



An  icon on the screen, a flashing red LED indicator, and a stutter dialtone (instead of a normal dial tone), all indicate new voicemail messages. The easiest way to listen to your messages, is to simply press the  icon (with the voicemail counter) on the screen 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 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 either lifting the handset, pressing the  key, pressing the  icon, or pressing the **Dir** soft key and then the **Recent** soft key. You can scroll up and down the list to locate a specific call.

Dial - Select a Call Record to dial that number.


Sort - Select the  icon to sort the list by multiple field types.

The Call Types are identified by the following:

Placed Call - 

Received Call - 

Missed Call - 

Info - Press the  icon to get detailed call information.

Press the **Dial** soft key to make a call.


Press the **Save** soft key to save the entry in the **Contact Directory**.

Press the  icon to delete the entry from the list.

Press the  icon to return to the Recent Call List.

CONTACT DIRECTORY & SPEED DIALING

Press the **Dir** soft key from the **Home** screen or the **Directory** soft key from the **Call List** screen to access the **Contact Directory**.

To **Add** a new contact, press the  icon. Enter the information in each field using the on-screen keyboard or telephone keypad and then press the **Save** soft key.


To **View** your contact, access the **Contact Directory** as above and then scroll through the list.


To **Dial** a contact, select the contact name. Press the **Phone Number** to dial.

To **Delete** a contact, select the contact name. Press the  icon.

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To **Edit** a contact, select the contact name. Press the  icon. Select the fields that you want to edit, and using the on-screen keyboard or telephone keypad, update the information. Press the **Save** soft key.

To assign a **Speed Dial** number to a contact, go to your **Contact Directory**, highlight the contact you want to assign and press the  icon. In the **Favorite Index** field, enter the number you wish to assign as a **Speed Dial** for this contact. Press the **Save** soft key. To access the **Speed Dial**, press the **Favorites** soft key to see the list.





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.


BUDDY LIST

To enable the **Buddy List** feature (whereby the contacts 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, select **Enabled**. Press the **Save** soft key. From the **Lines View**, press the **Buddies** soft key. Next to each **Buddy List** name will be a colored indicator showing their status (**Available, Away, Busy, Do Not Disturb**, etc).

VOLUME ADJUSTMENT

Press the  key during a call to adjust the speakerphone or handset volume. To change the ringer volume, press the  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. Press the **Settings** soft key on the screen. Select **Basic > Ring Type**. Scroll to the ring that you want. To hear a ring type, press the **Play** soft key. Press the **Back** soft key to save the selected ring type.



TIP

TO SET A DISTINCTIVE **RING TYPE** FOR A SPECIFIC CALLER, FIND THE CONTACT IN THE **CONTACT DIRECTORY**. SELECT THE  ICON TO EDIT THE CONTACT. PRESS THE  ICON TO HEAR THE RING TYPE. AFTER SELECTING THE **RING TYPE**, PRESS THE  ICON TO RETURN TO THE EDIT SCREEN. PRESS THE **SAVE** SOFT KEY.

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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  icon.

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

Visit us at www.xchangetele.com

DESCRIPTION	ENABLE	DISABLE
<p>Anonymous Call Rejection Reject calls from people who block their Caller ID.</p>	*77	*87
<p>Busy Redial Automatically retries a number if the line was busy.</p>	*66	*86
<p>Call Return Calls back the last person who called you.</p>	*69	*89
<p>Caller ID Block Block your Caller ID on a per call basis.</p>	*67	*82
<p>Call Forward Have all calls forwarded to a number of your choice.</p>	*72 + Number	*73
<p>Attended Transfer Remain on the line while performing the call transfer.</p>	<ol style="list-style-type: none"> 1. During a call, press 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 Transfer soft key. 	
<p>Blind Transfer Automatically hang up once the transfer has been initiated.</p>	<ol style="list-style-type: none"> 1. Press 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. 	
<p>Transfer Direct to VM Send a call directly to the VM of a specific extension.</p>	<ol style="list-style-type: none"> 1. Press the Transfer soft key. 2. Press the Blind soft key. 3. Dial an 8 followed by the person's extension number. 4. Press the  icon to dial. 	
<p>3-Way Call Host a 3-way call.</p>	<ol style="list-style-type: none"> 1. Once you have the first party on the line, press the Confnc soft key. (The first party is placed on hold). 2. Dial the second party. (Can be external) 3. When the second party answers, press the Confnc soft key. 	
<p>Call Park Put a call on hold and allow someone to pick it up from anywhere.</p>	<ol style="list-style-type: none"> 1. Press the Transfer soft key. 2. Dial the Call Park access code: *18. Listen to the Orbit number where your call was placed. 3. Press the Transfer soft key again. 	
<p>Call Park Retrieve Retrieve the call placed in park.</p>	*19 + Orbit Code	
<p>Direct Call Pickup Pick up a call that is ringing on someone else's phone.</p>	*12 + Extension	
<p>Page All Phones</p>	*98	