Desk Phone End User Guide

A generic guide to the basics of using your Desk Phone.

- Welcome to your new phone!
- Making Calls
  - Internally
  - Externally
  - Emergency Calls
  - Speaker Phone
  - Ending Calls
- Answering Calls
  - Using the Handset
  - Using the Speaker
- Call Forwarding
  - Introduction
  - Immediate, Busy and No Answer Call Forwarding using the Handset
  - Advanced Call Handling
- Voicemail
  - Accessing Voicemail
  - Using the Voicemail System
- Other Phone Features
  - Speed Dials
  - Monitoring Other Lines
  - Paging
  - Account Codes
  - Headset

Welcome to your new phone!

This guide describes the features of your desk phone.

The guide will help you get up and running with your new service as soon as possible. It tells you how to use your phone and the more commonly used features.

If after referring to this guide you're still having problems with your Pod phone system then please contact your administrator.

Making Calls

Internally

To call another person in your business, lift the handset and dial the other person's extension. This is typically a 3, 4 or 5 digit number, and may begin with #.

Note that depending on your phone type and configuration, the call may not complete automatically once you have finished dialling. For example, you may need to hit the **OK** or **Confirm** key once you have dialled the number.

If you dial someone within your business, your telephone system may be configured to show you the name of the person you are calling once their line starts ringing so that you can check you have dialled the right number.

Externally

To call a number outside of your business, lift the handset and dial the phone number. Depending on your phone system you may need to dial a code at the beginning of the phone number to indicate you are making an external call.

Note that depending on your phone type and configuration, the call may not complete automatically once you have finished dialling. For example, you may need to hit the **OK** or **Confirm** key once you have dialled the number.

Emergency Calls

In an emergency lift the handset and dial the emergency number for your locale, for example 999. If you need to dial a code when calling an external number, you will also need to dial that code before calling the emergency number.

Note that depending on your phone type and configuration the call may not complete automatically once you have finished dialling. For example, you may need to hit the **OK** or **Confirm** key once you have dialed the number.

Depending on the configuration of your telephone service, making an emergency call may trigger a notification to be sent to someone in your organisation to alert them that you have made an emergency call. This may be done to ensure that the emergency services can be directed to the correct location on your business premises or to discourage the making of hoax calls.

Speaker Phone

To make a call using your speaker phone, either press the Speaker key or leave the handset on-hook and dial the number of the person you want to call, followed by the **OK** or **Confirm** key.

Ending Calls

To end a call replace the handset, or press the **Cancel** key, the **Drop** or **Goodbye** key, or the **End Call** key.

Answering Calls

Using the Handset

To answer an incoming call, lift your handset and you will be connected to the caller.

Using the Speaker

To answer a call using the speakerphone, do not lift the handset and instead press the **Speaker** or **Answer** key.

Call Forwarding

Introduction

Your phone system supports a number of different types of Call Forwarding.

- Immediate (sometimes called Unconditional) Call Forwarding is where all calls are forwarded to a number of your choice. This can either be to your voicemail (which is the default), another extension in your business or an external number.
- Busy Call Forwarding forwards all calls that are received when you are already on the phone.
- No Answer (sometimes called Delayed) Call Forwarding forwards all calls when you do not answer them after a certain delay.
- Selective Call Forwarding forwards calls from certain numbers to another number.

This section provides instructions on how to set up Call Forwarding using your handset, however the easiest and most flexible way of configuring call forwarding is using **Business Call Manager** in **CommPortal**. See the Business Call Manager section for instructions on doing this.

You will either hear a confirmation tone or an announcement whenever you make a change to your call forwarding settings.

Your phone system may be configured to support Integrated Call Forwarding, allowing you to enable or disable Immediate/Unconditional, Busy or No Answer/Delayed Call Forwarding across all your Pod devices with a single operation on any of your devices, or in your CommPortal account.

Immediate, Busy and No Answer Call Forwarding using the Handset

Enabling

To use your handset to enable Immediate, Busy or No Answer Call Forwarding dial the access code for the type of call forwarding you want to enable.

For example, to use immediate call forwarding to forward all calls, you would dial *72. Depending on the configuration of your phone system this may set up a courtesy call to the number you are forwarding calls to. The system will only enable call forwarding if this courtesy call is answered.

Disabling

To disable call forwarding, dial the disable code for that type of call forwarding.

On some telephone systems, you may be able to dial a single access code to turn off all the Immediate, Busy or No Answer Call Forwarding call services.

Call Forwarding Access Codes

Type of Forwarding	Enable Code	Disable Code
Immediate/Unconditional	*72	*73
Busy	*90	*91
No Answer/Delay	*92	*93
All services	n/a	*94

Selective Call Forwarding using the Handset

The Selective Call Forwarding feature can be configured by dialing *63. This feature provides voice prompts to help you with setting it up.

Remote Access to Call Forwarding

You phone system also supports setting up Call Forwarding remotely using any phone. To use this feature, follow these steps:

1. Dial the remote access to call forwarding number.
2. Enter your full 11-digit phone number followed by #.
3. Enter your remote access to call forwarding PIN followed by #. Note that this PIN is different from your CommPortal password.
4. Enter the access code of the call forwarding service you wish to configure.
5. If you are enabling call forwarding, the system will then provide a broken dial tone. Enter the number you would like calls forwarded to.

Advanced Call Handling

Putting a Call on Hold

You can put a call on hold by pressing the **Hold** Key. You may now replace the handset without cutting the caller off. You can also now make another call while the first call is on hold.

To retrieve the call, press the **R** key or the **Hold** key again or the **Pickup** key. If you've made another call since you put the first call on hold, you'll need to end that call or put it on hold before you can retrieve the first one, using the arrow keys to select the call to retrieve.

Call Waiting

If a second call comes in when you are already on the phone, you will hear a tone and the phone screen will display the details of the second caller.

To answer this second call you should either select the **OK** or **Confirm** key or the **Answer** key, or press the line key which is flashing. Answering the second call will automatically put the first call on hold. You can toggle between the calls by placing the current one on hold and retrieving the other call.

Cancel Call Waiting

If you do not want to be alerted to a second call, you can disable Call Waiting for the next call by dialing an access code before making a call. If you have a IP phone that supports Call Waiting, this access code will disable Call Waiting on the IP phone.

You can also use the same access code during an active call to cancel Call Waiting. If you are in an active call when Three Way Calling is not activated, you must flash-hook first before you dial the access code. Note that you cannot cancel Call Waiting during an active call if you are using a IP phone with its own Call Waiting service.

Transferring a Call

To transfer a call, follow these steps:

1. Press the **Transfer** key or the **Xfer** key – this places the current call on hold.
2. Dial the number of the person you want to transfer the call to.
3. If you want to transfer the call before the other person answers, press the **Transfer** key, the **Xfer** key, or the **Blind** key.
4. Alternatively wait until the person has answered before completing the transfer by pressing the **Transfer** or **Xfer**

Three Way Conferencing

To conference a third person into a regular two-way phone call, follow these steps:

1. When in a regular call, press the **Conf** key or the **Conference** key.
2. Dial the person you want to join your call.
3. Once this person has answered press the **Conf** or **Conference** key again to set up the three way call.

Parking a Call

Parking a call places the call on hold in a "park orbit" so that the call can be retrieved from another phone. Depending on your phone type, there are two ways of parking a call.

1. If you have keys on your phone for parking calls, when in a call press the key of the park orbit where you want

the call parked. The call will now be parked and you may now replace the handset.

2. If your phone doesn't have dedicated call park keys, follow these steps:

   - Initiate call transfer by pressing the **Transfer** key or the **Xfer** key.
   - Dial the Call Park access code ***13**
   - Listen to the park orbit number where the call will be parked.
   - Complete the call transfer by pressing **Transfer** or **Xfer**

If you have keys on your phone for parking calls these keys will indicate via a light or icon when a call is parked against that orbit.

Retrieving a Parked Call

Depending on your phone type, there are two ways of retrieving a parked call.

1. If you have keys on your phone for parked calls, pick up the handset and press the key of the park orbit where the call is parked.
2. If you don't have dedicated call park keys lift the handset and dial the Call Retrieve access code *14 followed by the park orbit number.
   For example, to retrieve a call parked on orbit 1, you should dial ***141**.

Do Not Disturb

If you don't want any calls to ring your phone, but instead go straight through to your voicemail, you can enable Do Not Disturb.

If you have a key marked **DND** then press this to toggle Do Not Disturb on and off.

If you don't have a **DND** key then you can dial ***78** to turn Do Not Disturb on, and ***79** to turn it off.

You may be prompted to enter your Call Services PIN before you are able to make a change to your Do Not Disturb setting.

Voicemail

Accessing Voicemail

When you have one or more unheard voice messages waiting, your phone will display a flashing light.

To listen to your messages log in, either by dialing the voicemail access code ***318**, or press the Messages or Voicemail key if your phone has one.

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers.

Using the Voicemail System

The voicemail system is menu driven, so listen to the voice prompts and then press the keys on your phone to select which option you would like.

Once you become familiar with the system there is no need to wait until the voice prompts have played before pressing a key – you can interrupt the announcements to speed up your experience.

For your convenience, the most commonly used mailbox commands are as follows.

Mailbox Commands

To listen to your voice messages from the main menu:	**Press 1**
To listen to your other messages from the main menu:	**Press 1 1**
To save a message once you've listened to it:	**Press 2**
To mark a saved message as new	**Press 2 2**
To delete a message once you've listened to it:	**Press 3**
To change your mailbox settings from the main menu:	**Press 4**
To cancel the current operation:	**Press** *
To go back to the previous menu:	**Press** *
To finish entering digits, or recording an announcement:	**Press #**

Other Phone Features

Speed Dials

Your Pod phone system supports three different sorts of speed dials:

1. Depending on your phone model, keys on your phone can be configured to automatically call certain destinations. To configure these keys for speed dials, see **Configuring Your Phones Keys** section.
2. Another sort of speed dial is where you dial a short number (1 or 2 digits), which is configured to call a regular extension or phone number. To configure these speed dials, see **Incoming Calls Setting** section.
3. Your phone system also supports Short Codes. These are short (usually 3, 4 or 5 digit) numbers which are speed dials that can be used and are the same on any phone in your business. They are set up by your administrator and you can view them in CommPortal. See **Short Codes** section on how to do this.

Monitoring Other Lines

Some models of phones let you monitor the status of other extensions in your business. A key and a lamp on your phone will be associated with that other extension.

- If there is no call in progress on that extension, the lamp will not be lit.
- If a call is ringing on that extension, the lamp will blink quickly.
- If a call is on hold on that extension, the lamp will blink slowly.
- If a call is in progress on that extension, the lamp will be lit solidly.

If you want to answer a call that is ringing on the extension you are monitoring, pick up your handset and press the key for that extension. You will be connected to the caller.

You can also use these keys as speed dials for the other extension. To call the other extension when there is no call in progress on it, pick up your handset and press the key for that extension.

Paging

Paging (also known as Intercom) is a feature which allows one phone user to press a key on their phone and for whatever they say to automatically come out of another phone's speaker. The user of that other phone doesn't have to answer their phone. It is often used in an executive/assistant pairing.

If you have a paging key on your phone, then to page the destination, follow these steps:

- Pick up your handset.
- Press the paging key.
- Speak into the phone. Your voice will automatically come out of the other phone.

To finish paging, hang up the phone or release the paging key.

Account Codes

If you have account codes configured on your line then once you have dialled a number which requires a code, you will hear a tone. You will then need to dial a special code before the call is connected.

Your system may use either validated or non-validated account codes. If your system uses validated account codes then you must enter a specific code that has been configured either by your administrator or by you. If your system uses non-validated account codes you can enter any code so long as it is the right length.

If you have account codes your administrator should have explained this to you and told you what codes to use.

Headset

Most of the models of phones supported by your phone system allow you to connect a headset. This allows you to make and take calls will keeping your hands free for other tasks.

To connect a headset to your phone, turn the phone upside down and connect the headset into the socket marked with the headset icon. To make or answer a call using your headset, press the headset key on your phone.