

Advanced Call Handling

Call Hold

1. To put a call on hold, press the **Hold** key.
2. To retrieve the call, press the **Hold** key again or press the **Resume** key.

Call Transfer

1. Press 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. To transfer the call, press the **Xfer** key again.

Call Waiting

1. Select **Answer** or press the line key which is flashing.
2. Toggle between the calls by placing the current call on hold and retrieving the other call.

3 Way Conferencing

1. During a regular call, press the **Conference** key.
2. Dial the person you want to join your call.
3. Once this person has answered, press the **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.

1. Initiate call transfer by pressing the **Xfer** key.
2. Dial the Call Park access code ***94**.
3. Listen to the park orbit number where the call will be parked.
4. Complete the call transfer by pressing **Xfer** again. To retrieve a parked call, dial ***95** followed by the park orbit number.

Do Not Disturb

Do Not Disturb (DND) enables you to send calls straight through to voice mail.

1. If you have a key labeled **DND**, press this to turn **DND** on and off.
2. If you don't have a **DND** key, then dial ***78** to turn **DND** on and ***79** to turn it off.

Voice Mail

When you have one or more unheard voice messages waiting, your phone will display a flashing light in the upper right corner.

- To access **voice mail**: Press ***98** or press the **Messages** or **Voice mail** key if you have one.
- To listen to your voice messages: Press **1**
- To listen to your other messages: Press **11**
- To save a message: Press **2**
- To delete a message: Press **3**
- To change your mailbox settings: Press **4**
- To go back to previous menu: Press *****
- To finish: Press **#**

Default Code
2012#

You may also access your voice mail visually using **CommPortal**

Call Forwarding

Your phone system supports different types of **Call Forwarding**: Immediate, Busy, and No Answer.

To enable and disable **Call Forwarding**, go to the Call Manager tab in **CommPortal**.

To enable **Call Forwarding** using the phone, dial the access code for the type of **Call Forwarding** you want to enable followed by the number you wish to forward calls to.

To disable **Call Forwarding**, dial the deactivation code for that type of **Call Forwarding**.



CommPortal

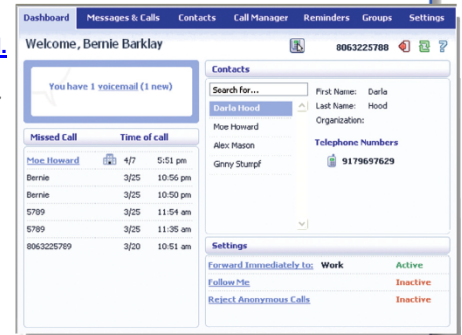
CommPortal gives you a powerful and easy to use web interface to your phone settings.

Logging In:

1. Go to: <https://commportal.cbscloudvoice.com>
2. Enter your phone number
3. Enter your password

Dashboard Page

Displays new voice messages, recent received and missed calls, contacts, and settings you have applied to your phone.



Messages & Calls

- The **Messages** tab displays new and saved voice messages. Play, delete, or mark as heard/unheard.
- **Missed Calls**, **Dialed Calls**, and **Received Calls** show you all your recent call activity.

Call Manager

- The **Summary** tab of **Call Manager** provides a description of what will happen to your incoming calls.
- The other tabs allow you to change the settings of your call coverage, including **Call Forwarding**, **Do Not Disturb**, and **Find Me/Follow Me**.

Change Password

1. Go to **Settings** page
2. Enter your new password in **Password** box
3. Re-enter your new password in the **Confirm Password** box
4. Click **Change Password**

Configure Your Phone Keys

1. Select the **Settings** page in CommPortal
2. Select the **Phones** tab
3. Click on the **Configure Your Phone** link

Common Access Codes

Park Call	*94
Retrieve Parked Call	*95
Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Automatic Recall	*69
Group Call Pickup	*11
Voice Mail	*98

Getting started

Programmable keys - all 8 keys are programmable.

Default functions:

1	5	1 - 4: None - program as required
2	6	5: SAVE - Allows you to save numbers
3	7	6: DELETE - Allows you to delete entries
4	8	7: DIRECTORY - Displays up to 200 names
		8: SERVICES - Enhanced features

SAVE and DELETE keys must be unlocked by the System Administrator before they can be changed.

Redial:
Access dialed numbers list. Press twice to redial last number

Hold:
Places a call on hold. To retrieve held call, press the line key with the flashing light

Goodbye:
Ends call or exits a menu

Mute:
Mutes the handset, headset, or speakerphone

Volume:
Adjusts volume for handset, headset, speakerphone and ringer

Navigation keys:
▼▲ to scroll through menu or messages on the screen.
◀▶ to view different line/call appearances.
In Options List, keys allow you to exit or enter the current option.
If editing entries:
◀ erases the character;
▶ sets the option.

Options:
Services and settings

Callers: Access to last 200 calls received

Conference:
Begins conference

Transfer:
Transfers active call

Line/Call Appearance:
Connect you to a line or call. Additional lines can be located on top programmable keys.

Speakerphone:
for hands free or headset operation (see audio mode setting)



Basic Phone Features

Make a Call

1. Lift the handset, press a **Line Appearance** key or **Handsfree** key.
2. Dial the number from the keypad.

Answering a Call

For handsfree operation, press the **Handsfree** key or line/call appearance button for the incoming call.

Redial

Press the **Redial** key to call a recently dialed number.

Ending Calls

To end a call, replace the handset or press either the **Goodbye** or **Hang-up** key.