

## 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

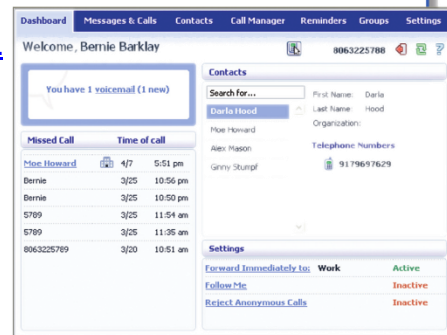
**CommPortal** gives you a powerful and easy to use web interface to your phone settings.

### 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

**Top Programmable softkeys** - 6 programmable keys that support up to 10 functions (2 pages). **Default functions:**

- |  |                                                     |
|--|-----------------------------------------------------|
|  | 1: SERVICES - Enhanced features. Services Menu      |
|  | 2: DIRECTORY - Displays up to 200 names             |
|  | 3: CALLERS LIST - Access to last 200 calls received |
|  | 4: INTERCOM - Intercom functionality                |
|  | 5 - 10 (Page 2): None - program as required         |

### Bottom Softkeys

- 6 programmable state-based keys that support up to 20 functions (multiple pages). Default functions displayed when phone is off hook:  
 DIAL - to immediately dial the number  
 CONF - Begins conference  
 XFER - Transfers active call  
 Contact your system administrator for more information

**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)

**Goodbye:**  
 Ends call or exits a menu

**Options:**  
 Services and settings

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

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

**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.

### Mute:

Mutes the handset, headset, or speakerphone



## 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.