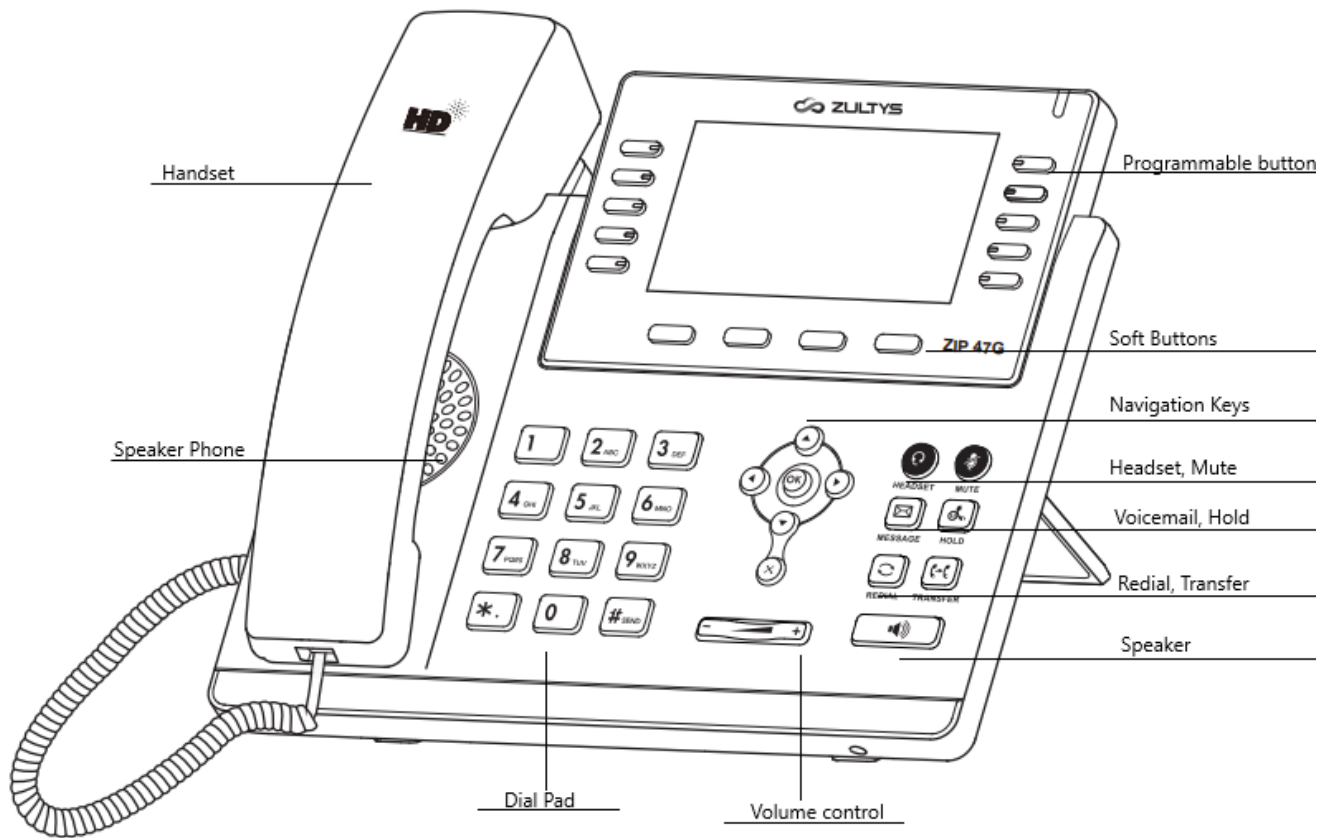


## Phone Overview




### VoIP Lines/Line Keys

VoIP lines and traditional phone lines differ as VoIP lines are not assigned a specific phone number like a traditional phone lines. This means the line buttons on the phone are call paths that will select an available phone line from a group of accessible lines. If there are two lines on the phone this indicates the number of calls or operations (such as transferring a call) can be handled on the phone at one time.




## Making and receiving calls


### Speaker, Headset, Handset



A call can be made using the handset, speakerphone, or a headset.



**Handset:** Lift the handset and dial an extension or phone number and press the send/# key. 

To answer a call with the headset, lift the handset to pick up the call

**Speakerphone:** Enter a phone or extension number and press  without lifting the handset. A call can also be made by pressing the speaker button,  entering the desired number and pressing send. To end the call, press the  button again or press the X button.

To answer an incoming call using the speakerphone press .

**Headset:** To use a headset press the headset button  and calls can be picked up using the headset's functions. To end a call, press the  or hang up using the headset.

To change from the handset to Speakerphone or Headset during an active call press the respective speaker  or headset  button before placing the handset on the cradle.

## Parked Calls

### Parking Calls

1. While on an active call, press the Park button. The caller has been placed in a park zone.
2. Note the Zone the caller is parked on. Press esc to return to the home screen.
3. Call the intended recipient and notify them of the park zone their call is on so they know where to retrieve the call.

### Picking up Parked Calls

1. Press the Pickup soft button
2. Enter the park zone (01) and press send. Lift the handset before pressing pickup to take the call with the handset.  
Note: if the park zone is 01 both digits must be entered to pick up the call, pressing pickup 1 will not pick up the call.





### Picking up ringing phones

1. **Incoming calls:** If an incoming call is ringing and there is no one to pick up the call dial \*77 to pick up incoming calls
2. **Unattended extension:** Dial the extension number and star (100\*) to pick up a call from an unattended extension
3. **Programmed buttons:** If one of the programmable buttons (Bob and ext 100) has a call the light on his corresponding button will flash. To pick up this call press Bob's button and the call will be directed to your phone instead.



## Transferring calls (43G and 47G)

Calls can be transferred to phones that are part of the phone system as well as phones outside the system such as cell phones or other businesses.

### Attended Transfer

1. Press the Transfer key  to put the caller (party one) on hold
2. Enter the extension or phone number to transfer the caller to and press .
3. Determine whether party two would like the call to be transferred to them or not.
4. To complete the transfer, press . Party one has been transferred.
5. To cancel the transfer, press the  button on the phone. This will end the call with party two.
6. Press the resume key to take party one off of hold

### Blind Transfer

1. Press 
2. Enter the extension or phone number to transfer the caller to
3. Press  again and the caller will be transferred

### One-Touch/Button Transfers



To transfer to individuals who have a programmed key on the phone do the following

1. While on an active call, press the programmed button for (Bob) to make a blind transfer to Bob's phone.

Transferring with programmed buttons only function as Blind transfers as the transfer will be completed upon selecting (Bob's) button.

### Transfer to voicemail

To transfer a caller to voicemail use the blind transfer method.



1. Press 
2. Press \*86 and the extension number of the desired recipient. (\*861000)
3. Press  again to complete the transfer

## Conference calls

Conference calls use a similar method to initiate the call as an attended transfer. To initiate a three-way conference call:

1. While on an active call press the conference soft button and the caller will be placed on hold
2. Place a call to an additional party
3. After the second caller has answered, press the conference button to join the first caller to the active call.

Conference calls can be ended by hanging up the phone or they can be split so one caller may hang up while the other two continue to talk.

1. While on an active conference call press the split soft button. The other two participants will be placed on hold.
2. Select which caller to pick up off of hold by pressing the up  or down  Navigation keys until the desired caller is indicated on the phone's display
3. The second caller may remain on hold if further conversation is needed or they can hang up after the call is split.

If both parties need to be talked to separately the swap soft button can be used to change which caller is on hold and which is on the active call. To reinitiate the Conference call, press the conference soft button and using the navigation keys highlight the party that was on hold and press the conference button again.


## Paging

### Page

Paging will sound on all phones in the page group.





1. Lift the handset and press the Page soft button, or dial \*4 and the page zone number. (\*401)
2. Wait for the page tone
3. Make the page announcement and hang up the handset

### Intercom Call

Press the intercom soft button and dial a single party's extension number and press  The call will connect to the other party's speaker phone without ringing.



## Additional Buttons:

### Navigation Buttons

The Navigation Button has four arrows. The top arrow  enters the Call Log. By pressing the right  or left  arrow you can navigate between All Calls, Missed Calls, Placed Calls and Received Calls. Highlight the desired call and press the OK button in the center of the navigation button or press send. The navigation buttons are used in any menu with a list of options to select the desired option. The  button can be used to cancel a transfer, end a call or as a backspace button in entry menus.

### Do not disturb (DND):

The do not disturb button will prevent the phone from ringing or displaying an incoming call. To activate do not disturb mode press the DND soft button. An icon with a red circle and a white dash in the middle will display at the top of the screen when the do not disturb function is active. Press the DND button again to deactivate do not disturb mode. When a call comes in and DND is active the caller will hear ringing and may leave voicemails but the phone will not make any sound on the other end. The phone will display a new message with the new message icon and blinking red light if a voicemail is left.

**Volume:** The volume buttons  control both the ringer and call volume. The call volume can be increased or decreased when on an active call by pressing . Ringer volume is changed with the same buttons when not on an active call.

### Directory

The directory is a personalized directory that each user can add contacts to.

Press directory

Press OK to select Local Directory or call history


Contacts can be added by selecting All contacts and adding a new contact.

The soft button ABC when selected will toggle through different entry options such as all caps, First letter capitalized, numbers, etc.



### History

History has the most Recent calls handled on the phone. Use the left and right navigation buttons to change which page is being viewed. The page is at the top of the display and includes All Calls, Missed Calls, Placed Calls, Received Calls, and Forward

## Redial

The redial button  goes straight to call history. Using the up and down Navigation buttons select the desired previous call and press the send button to place a call.

## Mute

When the mute button  is pressed only incoming audio will be allowed on this phone. The caller on the other end will not hear any audio from the phone on mute. Press  again to un-mute the call.

## **ZULTYS VOICE MAIL FIRST TIME USER SET UP**

### **CHANGE PASSWORD, RECORD NAME, AND GREETING**

1. Press voice mail button. (envelope)
2. Enter your password (159753 is default) followed by #.
3. Change password. Use at least a 6 digit unique password for security purposes.
4. Follow the prompts to record a name and greeting
5. Press 1 when asked if you want to hear more options to save changes then hang up.

#### **To change your password, name or greeting,**

Login to the voicemail box and press 4 on the main menu for more options.

Follow the prompts in each section to make and save changes.

Voicemail has 4 greetings that can be recorded but by default only 1 greeting can be active at one time.

### **LOG INTO VOICE MAIL FOR HEADSET USERS**

1. Dial \*86
2. Dial #
3. Enter your mail box number (extension number) followed by #
4. Enter your password (default pass code is 159753 followed by #
5. Listen to prompts to change your password and record your name and greeting
6. Press 1 to save changes and hang up.

#### **Voicemail quick tips:**

1. Press 0 when listening to voicemails to skip the introduction of the time, date and number of the caller and start the message.

2. Record and send a voicemail to another internal extension: dial\*86 and the desired extension number (\*86100#/Send) to record a voicemail without entering the voicemail box first.

### **Recording Group Voicemail box greetings**

Press Message Button. Wait for the voice mail to answer.

Dial \* as voice mail options play.

Dial group mail box number \_\_\_\_\_ followed by #.

Enter your personal mail box number (extension number) \_\_\_\_\_.

Enter your personal voicemail password followed by #.

Follow prompts to record Greetings.

Greeting 1 is day greeting

Greeting 2 is night greeting

### **Access Group Mail Box**

1. From one of the phones in the group press the message button.
2. Dial \* as the voice mail options play.
3. Enter the group mail box number \_\_\_\_\_ followed by #.
4. You will be prompted to enter your voicemail box number (your ext. number) followed by #.
5. Enter your voice mail box password \_\_\_\_\_. followed by #.
6. Follow the automated prompts.

### **Phone System Backup**

In the case of a power or internet outage the phone system is set up to run with the mobile application. When phones go down, log in to the Zultys Mobile App and turn on the smart phone's mobile data to answer calls if internet is not available. The mobile application will work as a copy of each user's extension. If the office phone rings ext. 100-104 when the main number is called, the same extensions will ring on the mobile application. If ext. 105-110 do not ring when the office is called they will not receive incoming calls to the office on their mobile applications. With the mobile application users can park and transfer calls. Users will need to be signed into the mobile application to retrieve parked calls but calls can be transferred to others who are not a part of the system or who are not signed into their mobile application.

