



# Voiptel - Phone Guide

This article provides general instructions that apply to any phone, without mentioning specific buttons, soft keys, or display elements. Its goal is to help you perform common phone operations without focusing on the details of any particular phone interface.

## Phones and Call Handling



### Placing a Call

You can make a call using the handset, speakerphone, or headset:

- **Using the Handset:** Pick up the handset and dial the number. You can also dial first, then pick up the handset.
- **Using the Speakerphone:** With the handset on the hook, press the speakerphone button. Once you hear the dial tone, dial the number.
- **Using a Headset:** Press the "New Call" button. Once you hear the dial tone, dial the number.
- **Switching Modes During a Call:** You can switch between speakerphone, headset, or handset by pressing the appropriate button or picking up the handset.
- **Making a Private Call:** Dial \*67 followed by the 10 or 11-digit number to hide your caller ID.

The called party's name and the call duration are displayed on the call screen.

### Answering a Call

1. **When Not on Another Call:** Pick up the handset, press the speakerphone button, or press the "Answer Call" button to use the headset.
2. **When on Another Call:**
  - You'll hear a call waiting tone and see a flashing signal on the incoming call's line key. Incoming call information will appear on the screen.
  - Press the "Hold" button.
  - Press the incoming call's line key button, or select the call on the screen and press the "Answer Call" button.

To reject an incoming call, press the "Silence" or "Reject" button.



# Voiptel - Phone Guide

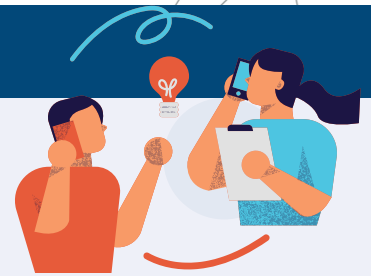
This article provides general instructions that apply to any phone, without mentioning specific buttons, soft keys, or display elements. Its goal is to help you perform common phone operations without focusing on the details of any particular phone interface.

## Phones and Call Handling

### Placing a Call

You can make a call using the handset, speakerphone, or headset:

- **Using the Handset:** Pick up the handset and dial the number. You can also dial first, then pick up the handset.
- **Using the Speakerphone:** With the handset on the hook, press the speakerphone button. Once you hear the dial tone, dial the number.
- **Using a Headset:** Press the "New Call" button. Once you hear the dial tone, dial the number.
- **Switching Modes During a Call:** You can switch between speakerphone, headset, or handset by pressing the appropriate button or picking up the handset.
- **Making a Private Call:** Dial \*67 followed by the 10 or 11-digit number to hide your caller ID.



The called party's name and the call duration are displayed on the call screen.

### Answering a Call

1. **When Not on Another Call:** Pick up the handset, press the speakerphone button, or press the "Answer Call" button to use the headset.
2. **When on Another Call:**
  - You'll hear a call waiting tone and see a flashing signal on the incoming call's line key. Incoming call information will appear on the screen.
  - Press the "Hold" button.
  - Press the incoming call's line key button, or select the call on the screen and press the "Answer Call" button.

To reject an incoming call, press the "Silence" or "Reject" button.





## Ending a Call

Do one of the following:

1. **Using the Handset:** Press the “End Call” button or hang up the handset.
2. **Using a Headset:** Press the “Headset” button.
3. **Using the Speakerphone:** Press the “Speakerphone” button.
4. **Using the Line Key:** Press the line key associated with the call (if configured by your system administrator).



## Hold

To place a call on hold, press the "Hold" button. To resume the call, press the "Hold" or "Resume" button. If you have multiple calls on hold, select the desired call on the phone's screen or press the corresponding line key, then press the "Hold" or "Resume" button.

## Forwarding a Call

Call Forwarding directs calls to another party. There are two types:

### 1. Static Forwarding:

- Press the “Forward” button (or use star code \*40).
- If you have multiple lines, select the line you want to forward calls from.
- Choose the forwarding type:
  - **Always:** Forward all incoming calls (\*40).
  - **Busy:** Forward calls when you're on another call (\*41).
  - **No Answer:** Forward unanswered calls (\*42).
- Enter the number to forward calls to. If you selected "No Answer," you may also need to enter the number of rings before forwarding.

### 2. Dynamic Forwarding:

- When the phone rings, press the “Forward” button.
- Enter the number to forward the incoming call to.
- Press the “Enable” button.

## Forwarding a Call

Here are additional forwarding star codes:

- **Activate Forward Busy:** \*90
- **Deactivate Forward Busy:** \*91
- **Activate Forward – No Answer:** \*92
- **Deactivate Forward – No Answer:** \*93





## How to Call Park

Parking a call allows anyone on the network to pick it up.

1. During a call, press the "Call Park" button (or use star code \*\*\*).
2. Listen for the system to announce the park position.
3. Tell the person who needs to take the call to press the "Call Park" button.
4. To retrieve a parked call, use star code \*55.

## How to Transfer

You can transfer a call in three ways:

### 1. Consultative Transfer:

- Press the "Transfer" button (or use star code \*98).
- Dial the number you want to transfer the call to.
- Wait for the person to answer or hear the ringtone, then press "Transfer" again.
- You can talk privately before completing the transfer or cancel it anytime.

### 2. Blind Transfer:

- Press the "Transfer" button.
- Press the "Blind" button.
- Dial the number you want to transfer the call to. The call will connect automatically.

### 3. Attended Transfer:

- Set up a conference call and then leave the call. See "How to Conference" below for details.



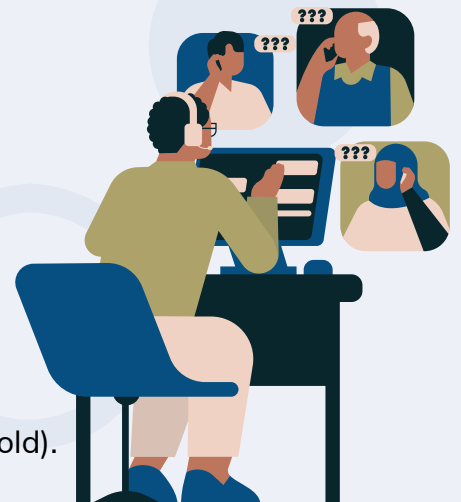
## More Transfer Features

Here are additional forwarding star codes:

- **Transfer to an Extension:** \*98
- **Transfer to Self:** \*99

## Setting Up a Conference

1. Call the first person.
2. Press the "Conference" button (the active call is placed on hold).
3. Call the second person.
4. When the second person answers, press "Conference" to add them.
5. Repeat these steps to add more people.





## Conference Management

The person who sets up the conference can manage it.

- **Add:** Press “Manage Conference,” then follow the setup steps to add more people.
- **Mute:** Select a person and press “Mute” to silence them (they can still hear the conference). Press “Unmute” to allow them to speak.
- **Hold:** Select a person and press “Hold” to temporarily remove them from the conference. Press “Resume” to add them back.
- **Remove:** Select a person and press “Remove” to take them out of the conference.

## Voice Call

To call an extension and use speakerphone after one ring, dial \*50 followed by the extension number.

## DND (Do Not Disturb) Button

The DND button silences your phone and sets it to "Do Not Answer."

1. Locate the DND button on your phone.
2. Press the button to enable DND mode (or use star code \*78).
3. Press the button again to disable DND mode (or use star code \*79).

