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Razorline

7912

Cisco Manual

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Customer Service/Technical Support

Please call 877-733-1700 or e-mail us at support@razorline.com Customers have the ability to report trouble 24 hours a day 7 days a week.

Important Razorline Numbers and Web Addresses

New Orleans Main Number: 504-274-1700

Razorline Website: http://www.razorline.com

Web Portal Address: http://webportal.razorline.com

Web Mail Address: http://webmail.razorline.com

Technical Support Email: support@razorline.com

Technical Support Line: 877-733-1700

Configuring Cisco 7912 for Off-Network Access

Important – To use your telephone away from the office, you will need to supply power to the phone. Make sure you have a power brick for the telephone.

Erasing Existing Configuration

1. Press the Globe Button (To the right of the toggle button)
2. Use the arrow keys to select Settings.
   - Use the **select** softkey
3. Use the arrow keys to select Network Configuration
   - Use the select softkey
4. Using the keypad, dial the following keys:
   - * * #
   - Make sure that the lock in the upper right hand corner of the LCD screen is open.
5. Use arrow keys to navigate to line 29 (Erase Configuration).
   - Use the **Yes** softkey
   - Use the **Save** softkey
6. The phone will reboot.

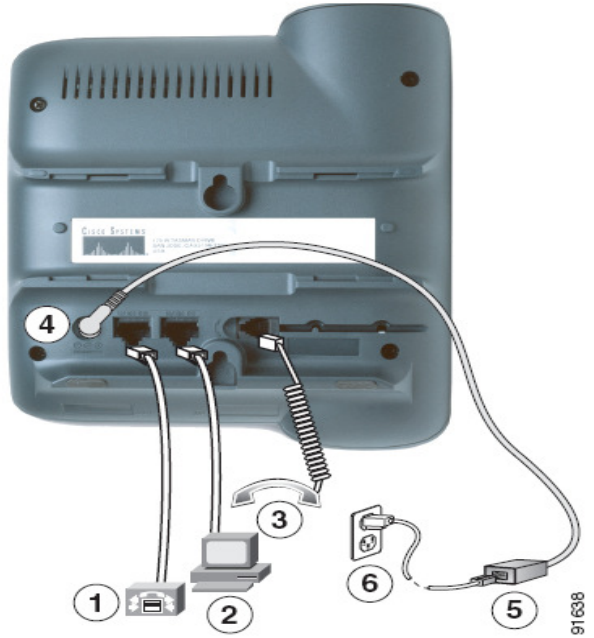
Setting New Configuration

1. Press the Globe Button (To the right of the toggle button)
2. Use the arrow keys to select Settings.
   a. Use the **select** softkey
3. Use the arrow keys to select Network Configuration
   a. Use the **select** softkey
4. Using the keypad, dial the following keys:
   a. * * #
   b. Make sure that the lock in the upper right hand corner of the LCD screen is open.
5. Use arrow keys to navigate to line 26 (Alternate TFTP)
   a. Use the **Yes** softkey
   b. DO NOT HIT SAVE AFTER THIS
6. Use arrow keys to navigate to line 8 (TFTP Server 1)
   a. Use the **Edit** softkey
   b. Using the keypad, dial the following keys:
      204*11*8*140
   c. Use the **Validate** softkey
7. Use the **Save** softkey

Star Code Summary

Feature	*Set*	*Cancel*
Abbreviated Dial	75* + menu	75* + menu
Anonymous Call Rejection	*77	*87
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Svc	70* + menu	71*
Call Forward – Selective	*63 + menu	*83 + menu
Call Return	*69	N/A
Call Trace	*57	N/A
Call Waiting		*70 + no.
Caller ID Block	*67	N/A
Directed Call Pickup	*12 + ext.	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
Perm. Caller ID Block Release	N/A	*82 + no.
Priority Call	*61 + menu	*61 + menu
Privacy Guard	*88 + menu	*88 + menu
Redial	*07	N/A
Selective Call Block	*60 + menu	*60 + menu
Speed Dial	74* + menu	74* + menu
Voice Mail	*09	N/A

Connecting Your Phone



1. Network Port (10/100 SW)
2. Access Port (10/100 PC)
3. Handset Port
4. DC Adaptor Port
5. Cisco-supplied Power Supply (optional)
6. Power Cable

Buttons and Hardware

1	Phone Screen	Displays features such as the time, date, your phone number, caller ID, call status, and soft key tabs.
2	Cisco Unified IP Phone Series	Indicates your Cisco Unified IP Phone model number.
3	Soft keys	Enable you to engage any of the functions displayed on the corresponding screen tabs. Soft keys point to feature options displayed along the bottom of your phone screen. Soft key functions change depending on the status of your phone (for example, if your phone is active or idle).

Web Portal Setup

The address for Web Portal is http://webportal.razorline.com. This address can be saved to your favorites by clicking on **Favorites** at the top of the screen, and then clicking **Add to Favorites**. This address can also be saved to your desktop by right clicking on the page and selecting **Create Shortcut.**

- Enter your phone number into the Phone Number field.
  If you have a Direct Inward Dial number use your complete telephone number. (The full 10 digit phone number).
  If you have an Extension Only account, use your company's main telephone number followed by "x" and your extension (i.e. 5045551212x1234)
- Enter your Web Portal password into the Password field. The default password will be provided by Razorline. You will have the option to change your password, if you'd like.
- Click **OK**.
- If you are prompted to install ActiveX controls, complete the installation.
- Click on the blue tap that says **Options**, then click on the gray tab that says **Profile**.
- Use the drop down arrow to select **Personal Directory** and enter 99 in the **Rows per Page** box.
- Check the box that says **Click to Call.**
- Click **Submit.**
- Select the drop down arrow to select **Corporate Directory** and enter 99 in the **Rows per Page** box.
- In both the **CA Address 1 and CA Address 2 boxes** enter the following: 204.11.8.140
- Click **Submit**.

Setting Your Find Me Follow Me

1. Click Call Management
2. Configure your Find Me Number(s)
3. Click Find Me Tab
4. Click Add, To Create Your Find Me List
5. Click Add, To Create Your Find Me Number
6. Name your find me number
7. Add Number
8. Click Save
9. If you want Add more numbers, repeat steps 5-9
10. Click Options
11. Check Your Find Me Strategy (Sequential - Ring All)
12. Click Save
13. Click Cancel
14. Click Call Treatment
15. Click the Functions button for the Default Forwarding
16. Change Default Action to Find Me
17. Choose Find-Me List 1 as your Find-Me List Name
18. Click Save

Web Portal

Web Portal Features

Personal Directory:

- Add contacts into online personal directory
- Can add all of your contact numbers and Email address (if an Email address is saved in Web portal, you can start an Email for that contact using Web Portal
- Can click-to-call contacts
- Can import contacts from Outlook

Company Directory:

- View your company directory online
- Is automatically entered by Razorline
- Can click-to-call contacts
- Can Click-to-Call users' voicemail directly

Voicemail:

- Listen to your voicemail online
- Lists voicemail with number/time received/length
- Can forward to another voicemail box on system
- Can forward to E-mail
- Can save or delete message
- Users can be notified on their cell phone, pager, or E-mail, that a voicemail message awaits them

Conferencing:

- Schedule, join, modify or delete a conference
- Send E-mail notification of the conference
- Control the conference using Meet-Me conference control

Call Management:

- View your last 100 inbound / outbound / missed calls.
- Find-Me-Follow-Me—Configure your calls to find you when you are out of the office
- Call Treatment—Sets your phone to Forward, Find-Me, Forward when No Answer/ Busy, or Disabled

Dialing From Outlook—Tapi Driver.

1. Within Web Portal, Click Options Tab
2. Click PC Integration
3. Download Software
4. Contact Razorline Technical Support For Additional Instructions

4	Navigation Button		Enables you to scroll through text, highlight menu items, and select calls displayed on the phone screen.
5	Menu Button		Displays a menu that provides access to a voice messaging system, phone logs and directories, and settings.
6	Hold Button		Places the active call on hold, resumes a call on hold, and switches between an active call and an incoming call or an active call and a call on hold.
7	Keypad		Works exactly like the keypad on a traditional telephone.
8	Volume Button		Increases or decreases the volume for the handset and speaker. Also controls the ringer volume (if on-hook).
9	Handset		Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate new voice messages.
10	Foot stand		Allows the phone to stand at a convenient angle on a desk or table.

Adjusting the Phone

To Adjust the Display Contrast

1. Press the Menu button.
2. Use the **Navigation** button to scroll to **Settings**.
3. Press **Select**.
TIP: *As a shortcut, press **Menu** and then **3** on the keypad.*
4. Use the **Navigation** button to scroll to **Contrast**.
5. Press **Select**.
6. Press and release the **Up** and **Down** soft keys to reach the desired contrast level.
7. Press the **Ok** soft key to approve the changes.
8. If you want the contract to be saved if the phone resets, press **Save**.
NOTE: *If you do not press **Save** and the phone resets, the contrast returns to the default setting.*
9. Press **Exit** to exit the Setting menu.

Adjusting the Ringer Volume

To adjust the ringer volume press and release the up or down **VOLUME** button while the phone is on hook to adjust the ringer volume as desired. The ringer sounds and a horizontal scale displays on the phone to indicate the volume level. The new setting is saved automatically. The ringer volume setting is saved until the phone is reset.

To Adjust the Handset Volume

1. Pick up the handset or answer a call.
2. Press and release the up or down **VOLUME** button to adjust the volume as desired.
TIP: *A horizontal scale displays on the phone to indicate the volume level.*
3. To save the volume setting for future calls, press **Save**.

To Adjust the Speakerphone Volume

To adjust the speaker volume, press and release the up or down **VOLUME** button while the speaker is in use.
TIP: *A horizontal scale displays on the phone to indicate the volume level.*
To save the volume setting for future calls, press **Save**.
NOTE: *If you press the **Volume** button when not using the speaker, you will adjust the ringer volume.*

Selecting a Ringer Sound

To change the sound of your telephone's ringer ("personalized ringing"), follow these steps:

1. Press the Menu button.
2. Use the **Navigation** button to scroll to **Settings**.
3. Press **Select**.
TIP: *As a shortcut, press **Menu** and then **3** on the keypad.*
4. Use the **Navigation** button to scroll to **Ring Type**
5. Press **Select** and a list of ringer options appear.
6. Use the **Navigation** button to scroll up and down the ringer options.
7. Press **Play** to hear the highlighted ringer option.
8. Press **Select** to check the checkbox for your choice of ringer.
9. Press **OK** to accept and save your ringer choice.
10. To retain the ringer if the phone resets, press **Save**.
11. Press **Exit** to exit the Setting menu

Using the Phone

Dialing

To Dial:

An internal extension - Dial the extension
A local call - Dial the Outside Access Digit + the number
Long distance - Dial the Outside Access Digit + 1 + the number
International - Dial the Outside Access Digit + 011 + Country Code + City Code + Number

Recording Your Voice Mail Greetings

You can record a different voice mail greeting for each of the conditions that transfers a call to your voice mailbox.

When your phone rings and you don't answer it (No Answer Greeting)
When you have activated the Do Not Disturb feature
When you are talking on the phone (Busy Greeting)

*****If you want the caller to be able to press ZERO and reach someone else, include the bold sentence in your greeting. Make sure Razorline knows who the zero out location is.**

Greeting Type		
No Answer Greeting		You have reached the desk of **[User]**. I am not available to answer your call at this time. After the tone, please leave a detailed message, including your telephone number, and I will return your call. **If you need immediate assistance, please press 0 to speak to [Zero Out Location]**
Busy Greeting		You have reached the desk of **[User]**. I am currently on another call. After the tone, please leave a detailed message, including your telephone number, and I will return your call. **If you need immediate assistance, please press 0 to speak to [Zero Out Location]**
Do Not Disturb Greeting		You have reached the desk of **[User]**. I am in the office, but am not available to take your call. After the tone, please leave a detailed message, including your telephone number, and I will return your call. **If you need immediate assistance, please press 0 to speak to [Zero Out Location]**

...from any other internal phone

1. Dial **555** (or the code provided by your system administrator). You hear a welcome greeting and are prompted to enter your extension number.
2. Enter your extension number. You are prompted to enter your password.
3. Enter your numeric password, followed by the **#** key.
4. Follow the prompts to use the voice mail system

...from any outside touchtone phone

1. Dial the phone number of your office phone.
2. When the voicemail greeting plays, press the * key..
3. You will be prompted to enter your password.
4. Enter your numeric password, followed by the **#** key.

Voice Mail System Cheat Sheet!

Voice Mail Menu

1—Listen to Inbox messages
2—Listen to Saved messages
3—Change your password
4—Listen to your voice mail greetings
5—Record your voicemail greetings
6—Access your personal distribution groups
7—To compose a message
8—To hear or change your customized operator assistance

While Listening To Your Messages

 # - Skip Time/Date stamp prior to message
7—Rewind in 5 second increments
9—Forward in 5 second increments
99—Skip to the end of the message
77—Rewind to beginning of message
8—Pause the play of the message
5—Save the message
4—Delete the message

Accessing Your Voicemail Remotely

You may access your voicemail from anywhere by dialing your private DID number. Your own extension will ring until your voicemail picks up. When you hear your own greeting, press the '*' key and you will be prompted to enter your password followed by the '#' key. Once this is entered, you will have access to the voicemail system just as if you were sitting at your own desk.

To Redial the Last Number Called

Press the Redial soft key or Dial *07

Making a Call

...using the Handset

1. Lift the handset.
2. If this is an outside call, press your outside access digit.
3. Dial the desired number, including "**1**" and the area code, if calling long distance.

...using the Speaker

1. Press **New Call**.
2. If this is an outside call, press your outside access digit.
3. Dial the desired number, including "**1**" and the area code, if calling long distance.
4. When the call is answered, pick up the handset

...using the Keypad

1. If this is an outside call, press your outside access digit.
2. Dial the desired number, including "1" and the area code, if calling long distance.
3. Press **Dial** (activates the speaker).
4. When the call is answered, pick up the handset.

...while on a Call

1. Press **New Call**. (the original call is automatically placed on hold)
2. If this is an outside call, press your outside access digit.
3. Dial the desired number, including "**1**" and the area code, if calling long distance.
4. When the second call answers, switch between the calls by using the **Navigation** button and pressing **Hold**.

Answering Calls

Answer a Call

When you hear your phone ring and see the red light flash on your handset, pick up the handset. You will be connected to the calling party.

Answering a Second Call (Call Waiting)

When a call arrives while you are on the phone you can disconnect from the first call to answer the second or you answer the second call and keep the first call connected, but on hold.

Putting First Call on Hold

To answer a second call you do not need to end the current call. When you see the second call, press the **Answer** soft key. The first call is automatically placed on hold and you are connected to the second call.
NOTE: *If you do not answer the second call, it is sent to the programmed destination for unanswered calls, which is usually your voice mailbox.*

Disconnecting the First Call

If you are through with your conversation with the current party, hang up the handset and the new call will ring.

Switching Between Held Calls
To switch between calls, press the **Hold** button. The current call is held and the first call resumes. When you hang up the handset, the current call is disconnected, but the other call is still on hold. Press the **Hold** button and pick up the handset to resume the other call.
NOTE: *Pressing the flash-hook to pick up the second call will disconnect the current active call.*

Reconnecting to the First Call
Pressing **Hold** will switch you between the two calls. To end either call, press **End Call** while connected to the party you no longer wish to speak to.

Hanging Up
To hang-up or disconnect from a call, use one of these options:
• Replace the handset in its cradle.
• Press the **End Call** soft key.
TIP: *Using the **End Call** key allows you to end a call without having to hang up the handset. You can then place another call.*

Using the Call Directory

The Cisco IP Phone maintains a directory of calls you miss, receive, or make. You can use this directory to locate numbers you want to redial. These sections describe what you can do with the directory:

Viewing or Dialing from the Directories
You view the calls you have made, received or missed using the Directories menu to view the call logs and, if desired, dial from the call log.

1. Press the Menu button.
2. Use the **Navigation** button to scroll to **Directories**.
3. Press **Select**.
TIP: *As a shortcut, press **Menu** and then **2** on the keypad.*
4. Use the **Navigation** button to scroll to desired directory (i.e. Missed Calls, Received Calls or Placed Calls).
5. Press **Select** when you have selected a directory.
6. Use the **Navigation** button to scroll through the calls.
7. To place a call from the directory, press **Dial** to dial the number.
NOTE: *You might need to use the **Edit Dial** soft key to add digits to the front of the number. For example, if the call was from an outside, long-distance caller, you need to add the digit "1" to the front of the number.*
8. Press **Exit** twice or press the **Menu** button to exit the Directories.

Features

Abbreviated Dialing

Abbreviated Dialing lets you create up to 100 personal 2-digit speed dial codes.
To program an Abbreviated Dial Code

Lift the handset and dial 75*
Follow the voice prompts

To Access the Call Block Menu

Lift the handset, dial *60 and follow the voice prompts

Note: When entering an external telephone number to the Call Block List, enter the 10-digit number. Do not include the Outside Access Digit.

Permanent Caller ID Block Release

If your phone is configured to block sending Caller ID information, Permanent Caller ID Block Release sends your Caller ID information for a single phone call.

To send your Caller ID for a call

Lift the handset and dial *82
At the second dial tone, dial the extension or telephone number you wish to reach

Privacy Guard

Privacy Guard screens inbound anonymous calls.
To enable/disable Privacy Guard

Lift the handset and dial *88
Press 1 to enable/disable Privacy Guard

To change the Privacy Guard Access Code

Lift the handset and dial *88
Press 2 to set or change the Access Code
Enter the new access code followed by #
Hang up
To verify the Privacy Guard Access Code

Lift the handset and dial *88
Press 3 to verify the Access Code
After hearing the Access Code, hang up

Voice Mail

You can access your voice mailbox from several different sources:
• Your phone
• Any other internal phone
• Any touchtone phone outside your office.
...from your phone
1. Press the **Messages** soft key or dial ***09** to access your voice mail system
2. Enter your password (if required).
3. If you have new voice mail, the messages are identified and played. Otherwise, you will be prompted with choices to play your inbox messages, play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
4. Press the corresponding digit on your phone to select the desired voice mail function.

To enter a billing code for a call using the menu:

Press the More soft key twice
Press the Billing soft key
Enter the billing code for the call using the numeric keypad
Press the More soft key twice
Press the Billing soft key
Note that the other party will not hear key DTMF tones as you make entries
If you enter multiple billing codes during a call, only the last billing code will be recorded.

Long Distance Authorization Code

Authorization codes enable you to override any call restrictions on the phone when you place a call.

To make a call with an Authorization Code

Lift the handset
Press 9 (or the appropriate access code if different)
Press the # sign
Enter your authorization code
When you enter the correct code, you will hear a dial tone.
Dial the phone number

Direct Extension Assignment

Direct Extension Assignment lets you temporarily reassign a telephone with your own telephone number and profile.

To temporarily assign your number and profile to a phone:

From the temporary phone, lift the handset and dial 588
Enter your complete telephone number + #. If your phone is configured as an extension only (i.e., non-DID) line, enter your company's complete main telephone number + * + your extension number + #.
Enter your phone password followed by the # key

To reassign the original telephone number to the guest phone:

Follow the steps above using the original telephone number and password that were assigned to the phone.
To reassign your own number and profile back to your own phone:
Pick up the handset of your phone
After the voice prompt, enter your complete telephone number followed by the # key
Hang up
Direct Extension Assignment requires that the temporary phone is the same model as your own (e.g., Cisco 7940/7960).

Call Blocking & Privacy Features

Call Block (Selective Call Rejection)

With Call Block you can program your phone to decline calls from certain people. The Call Block Menu provides step-by-step instructions on enabling/disabling the feature and managing the Call Block List.

To modify an Abbreviated Dial Code

Lift the handset and dial 75*
Follow the instructions to program a new Abbreviated Dial Code using the same Abbreviated Dial Code.

To use an Abbreviated Dial Code

Lift the handset and dial *3
Enter the desired 2-digit speed dial code

Call Forward (All Calls)

Call Forward (All Calls) allows you to forward all calls for your phone to the number you enter. Calls will not ring at your phone and will be sent to the number to enter as the forward destination. If your telephone has a display, it will show that your telephone is forwarded. You can forward calls to an IP or non-IP phone. Calls forwarded to an external number (7- or 10-digits) that are unanswered will roll over to voice mail (if available) at that number. Calls forwarded to an internal number (4-digit extension) that are unanswered will roll over to voice mail (if available) for the called party (not the forwarding destination).

Enabling Call Forward (All)

1. Press the **CFwdAll** button.
2. Enter the number to which you want to forward all your calls. Be sure to enter the number exactly as you would if you were to call that number. Include the area code, if necessary. You do not have to include the outside access digit. The display shows the number as it is entered.
3. To forward your calls, do one of the following to hang up the phone:
• Press the **End Call** soft key
• Pickup and replace the handset.
Call forward (all) is enabled and the display shows "Forwarded to xxxx".

Disabling Call Forward (All)

1. Press the **CFwdAll** button.
2. Do one of the following to hang up the phone:
• Press the **End Call** soft key
• Pickup and replace the handset.

To disable Call Forwarding using Star Codes:

Lift the handset and dial 73*
After hearing the verification, hang up

To enable/modify Call Forwarding from a remote location:

Dial the number for Remote Access to Call Forwarding specified by your Service Provider.
Enter your complete telephone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main telephone number + * + your extension number + #.

Enter your telephone password + #
Enter the new forwarding number + #. For external numbers use the Outside Access Digit.
After hearing the verification, hang up

To disable Call Forwarding from a remote location:

Dial the number for Remote Access to Call Forwarding (provided by your Administrator)
Enter your complete telephone number + #
Enter your telephone password + #
Press ##
After hearing the verification, hang up

Call Forward (Busy)

Call Forward (Busy) forwards calls to another number when you are already on a call.

To enable/modify Call Forward (Busy)

Lift the handset and dial 76*
Enter the extension or phone number for the forwarding destination followed by #. For external numbers, use the Outside Access Digit.
Press # to confirm followed by 2 to exit
Hang up

To cancel Call Forward (Busy)

Lift the handset and dial 77*
Hang up

Call Forward (No Answer)

Call Forward (No Answer) lets you forward calls to another number when you don't answer.

To enable/modify Call Forward (No Answer)

Lift the handset and dial 78*
Enter the extension or number for the forwarding destination followed by #.
For external numbers, use the Outside Access Digit.
Press # to confirm followed by 2 to exit
Hang up

To cancel Call Forward (No Answer)

Lift the handset and dial 79*
Hang up

Call Forward (Selective)

Selective Call Forward lets you forward calls from certain callers. The Selective Call Forward Menu provides step-by-step instructions on enabling/disabling the feature, changing the forwarding number and managing the Call Forward List.

Return a Call to the Last Caller

Lift the handset and dial *69
Verify the number and press 1 to return the call
Wait for the called party to answer
Note: If your phone has Toll Restrictions, you will not be able to return restricted calls

Transfer

Use this feature to transfer a call to another number.

1. Tell the calling party you will transfer the call, and then press the **more** soft key.
2. Press the transfer (**Trnsfr**) soft key. The call is placed on hold and you hear a dial tone.
3. Dial the number to which you want to transfer the call .
4. If the called party answers, you can inform them of the transfer and do one of the following:
• Hang up or press the **End Call** soft key and let the call transfer, or
• Use the navigation button to scroll to the holding party. Press the **HOLD** button to cancel the transfer.
5. If the called party does not answer, you can do one of the following:
• Use the navigation button to scroll to the holding party. Press the **HOLD** button to cancel the transfer.
• Hang up or press the **End Call** soft key and let the call transfer to the called party's voice mail.

Transferring straight to voicemail

1. Tell the calling party you will transfer the call, and then press the **more** soft key.
2. Press the transfer (**Trnsfr**) soft key. The call is placed on hold and you hear a dial tone.
3. Dial **577** (or the code provided by your system administrator). Then dial the extension to which you want to transfer the call .
4. Hang up or press the End Call soft key to complete the transfer to voicemail.

Miscellaneous Features

Group Speed Dial

Group Speed Dial provides up to 1000 extensions that are configured to dial other numbers.

To Dial a Group Speed Dial Number that has been created by the Service Provider:

Lift the handset and dial the Group Speed Dial extension you wish to call

Billing Codes

Billing Codes enable you to track calls by associating a billing code with each call.

To enter a billing code for a call using star codes:

During a call, press *02
Enter the billing code and the # sign

1. Pick up the handset.
2. Press the scroll key until you see the Group Pickup (**GPickUp**) soft key.
3. Press the **GPickUp** soft key to answer the phone and begin speaking with the caller.

Hold

This feature lets you place a call on hold. While a call is holding, the holding party occupies the associated line. (To place a call on hold and free the line, see the *Park* feature description.)

1. During a conversation, press the **HOLD** button. Depending on your system configuration, the party may hear music, a recorded announcement, or silence while holding.
2. To resume the conversation, press the **HOLD** button.
NOTE: *Starting one minute after the party is on hold, and occurring each minute after that, 3 short rings sound from the phone speaker, even if you are using the handset. This is to remind you that you have a call on hold.*

Multi-call Park

This feature lets you park more than one call from your phone or pick up a specific parked call from a group of parked calls. When parked, a call is assigned an ID number by the system. Parking a call is similar to placing a call on hold, except that when a call is parked, you can pick up the parked call from anywhere in the system. Once the call is parked, the line is free again.

To Park a Call

Tell the caller that you are going to place them on hold.

Press the More soft key until the MCPark soft key is displayed.

Press the MCPark soft key. The display shows "Park number is xxxx" and a voice prompt repeats the number.

NOTE: Write down the Park Number because you will need to know it to retrieve the park call.

Retrieving a Parked Call

Take the phone off the hook and dial the number of the parked call you wish to retrieve. You may then speak with the parked caller.

Priority Call

Priority Call lets you define a list of callers identified as priority callers using a unique ring tone when they call you. The Priority Call Menu provides step-by-step instructions on enabling/disabling the feature and managing the Priority List.

To access the Priority Call Menu

Lift the handset and press *61
Follow the voice prompts

Note: When entering an external telephone number to the Priority List, enter the 10-digit number. Do not include the Outside Access Digit.

To access the Selective Call Forward Menu

Lift the handset, dial *63 and follow the voice prompts

Note: When entering an external Forwarding Number, include the Outside Access Digit. When entering an external telephone number to the Call Forward List, enter the 10-digit number. Do not include the Outside Access Digit.

Conference Calling

While on existing call, select the **More** soft key
Select the **Conf** soft key
Dial the second party to the conference
Select the **Conf** key to complete the conference
*To add more parties to conference complete steps above.

Directed Call Pickup

Directed Call Pickup lets you answer another phone from your phone when you hear the other phone ringing. Both phones must be members of the same Directed Call Pickup Group. Your system administrator should tell you if you are in a pickup group and who the members are.

1. Pick up the handset.
2. Press the **more** soft key until you see the **Pickup** soft key.
3. Press the **Pickup** soft key.
4. Dial the ringing extension number to answer the phone and begin speaking with the caller.

Do Not Disturb

Do Not Disturb instantly routes all your incoming calls to another destination (your voice mailbox, the main operator, your secretary, a co-worker, etc.), but still lets you make calls and use other telephone features. With Do Not Disturb enabled, the phone will not ring when a call comes in.

You can record a special voicemail greeting that callers will hear when you have DND active and they are routed to voicemail.

Enabling/Disabling Do Not Disturb

The same star code is used to enable and disable Do Not Disturb since you are switching between the on and off mode for this feature.

1. To enable or disable Do Not Disturb, press ***04** on the telephone keypad.
2. Press the **Dial** soft key or pickup the handset.
3. Hang up the handset or press **End Call**.

Group Call Pickup

Group Call Pickup lets you answer another phone that is in your Call Pickup Group. Both phones must be members of the same Call Pickup Group. Your system administrator should tell you if you are in a pickup group and who the members are.