

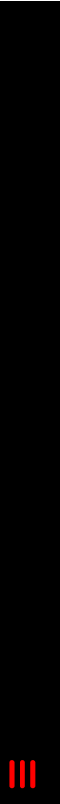


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# Razorline Cisco 7940/7960 Manual





# Configuring Cisco 7940 & 7960 for Off- Network Access

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## Customer Service/Technical Support

Please call 877-733-1700 or e-mail us at [support@razorline.com](mailto: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](mailto:support@razorline.com)

**Technical Support Line:** 877-733-1700

**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 Settings Button
2. Use the arrow keys to select Network Configuration
  - Use the **select** softkey
  - \* \* #
  - Make sure that the lock in the upper right hand corner of the LCD screen is open.
3. Using the keypad, dial the following keys:
  - Use the **Yes** softkey
  - Use the **Save** softkey
4. Use arrow keys to navigate to line 33 (Erase Configuration).
  - Use the **Yes** softkey
  - Use the **Save** softkey
5. Disconnect and reconnect power cord from phone.

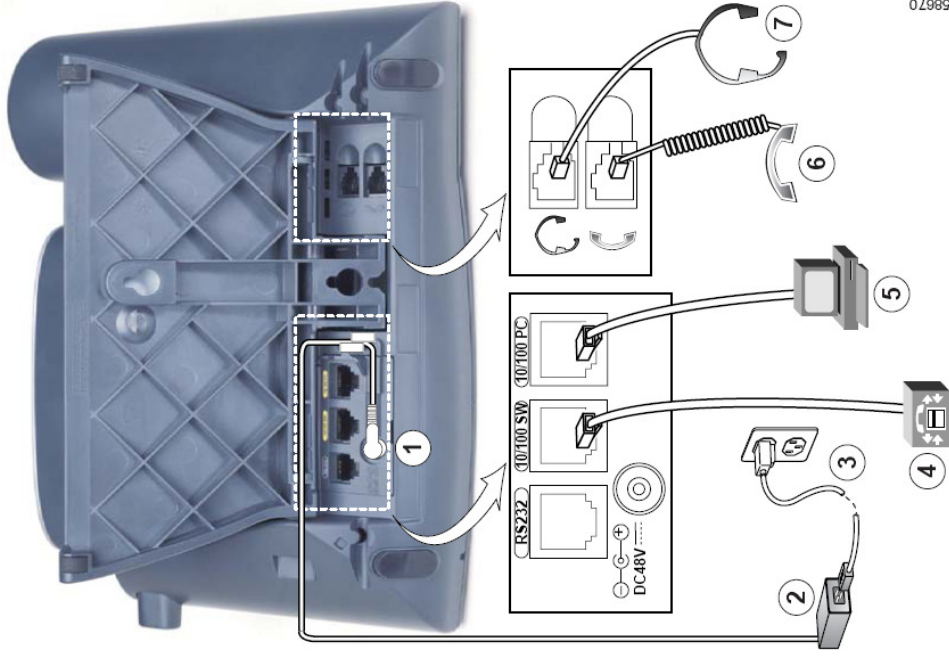
### **Setting New Configuration**

1. Press the **Settings** Button
2. Use the arrow keys to select Network Configuration
  - a. Use the **select** softkey
  - a. \* \* #
  - b. Make sure that the lock in the upper right hand corner of the LCD screen is open.
3. Using the keypad, dial the following keys:
  - a. Use the **Yes** softkey
  - b. **DO NOT HIT SAVE AFTER THIS**
4. Use arrow keys to navigate to line 32 (Alternate TFTP)
  - a. Use the **Yes** softkey
  - b. **DO NOT HIT SAVE AFTER THIS**
5. 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\*1\*8\*140
  - c. Use the **Validate** softkey
6. Use the **Save** softkey

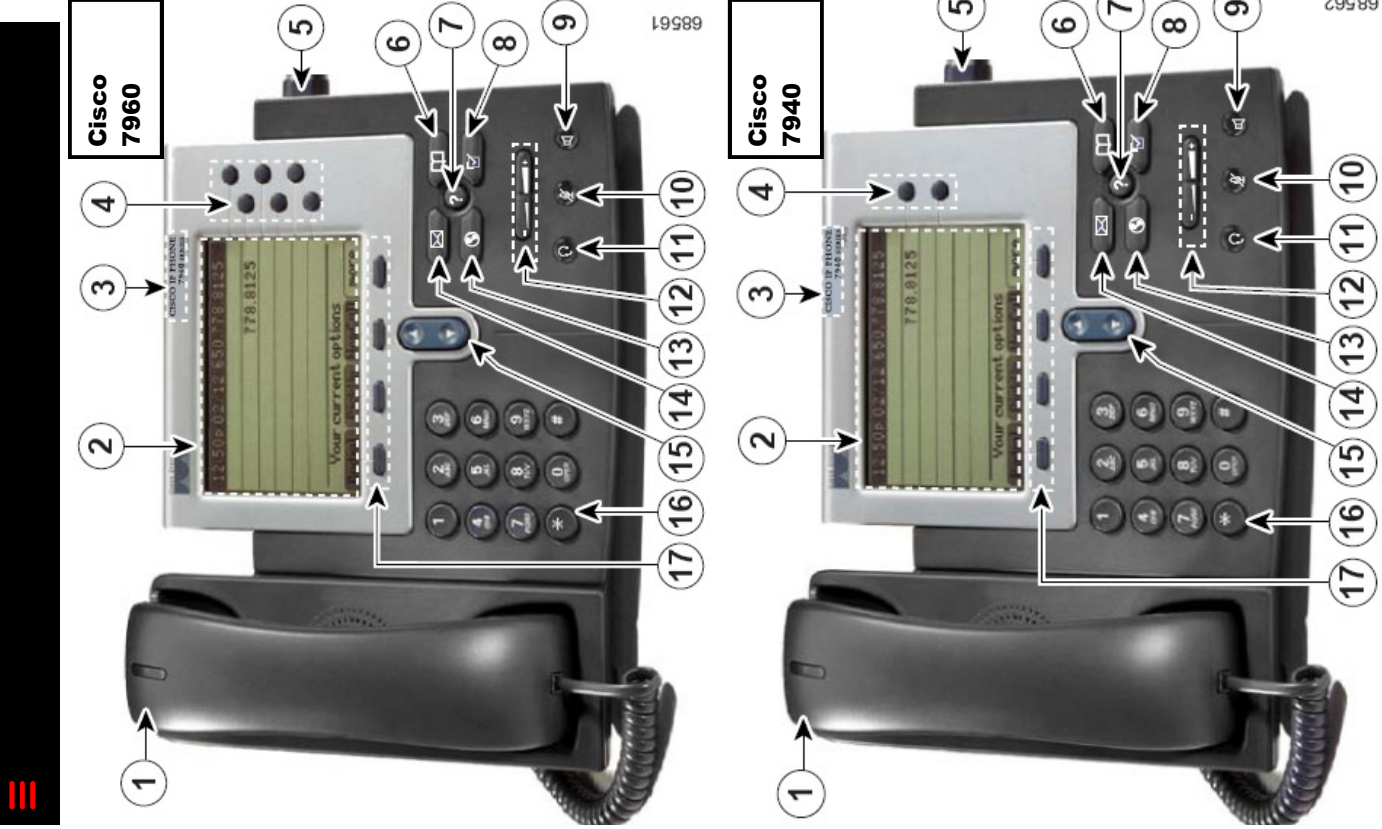
## Star Code Summary

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. DC adapter port (DC48V)
2. Power supply with AC adapter port plug
3. Power Cable with wall socket SW
4. Network port (10/100 SW)
5. Access port (10/100 PC)
6. Handset port
7. Headset port



## 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 tab 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—Tapl Driver.**

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



- |    |  |   |
|----|--|---|
| 1  | Handset with indicator light   | 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.                         |
| 2  | LCD screen   | Displays features such as time, date, your phone number, caller ID, line/call status, and soft key tabs.  |
| 3  | Cisco IP Phone model type  | Indicates your Cisco IP Phone Model   |
| 4  | Line or speed dial button  | Opens a new line or speed dials the number on the LCD screen. Phones in the Cisco IP Phone 7960 series have six line or speed dial button and phones in the 7940 series have 2.     |
| 5  | Foot stand adjustment  | Allows you to adjust the angle of the phone base.   |
| 6  | Directories button  | Provides access to call histories (missed, received, and placed calls).   |
| 7  | ? Button            | Displays help on your LCD screen for a phone button or function.  |
| 8  | Settings button     | Provides access to phone settings such as contrast and rings type, network configuration, and status information.   |
| 9  | Speaker button    | Toggles the speaker on or off.  |
| 10 | Mute button       | Toggles the mute on or off.   |
| 11 | Headset button    | Toggles the headset on or off.  |
| 12 | Volume button     | Increases or decreases volume for the handset, headset, or speaker-phone (depending on which is currently active). Also controls the ringer volume if the handset is in its cradle. |
| 13 | Services button   | Provides access to personal and company directories   |



- 14 Messages button  Provides access to Voicemail system.
- 15 Navigation button  Enables you to scroll through text and select features displayed on the LCD screen.
- 16 Dial pad Works exactly like the dial pad on a traditional telephone.
- 17 Soft keys Enable you to engage any of the functions displayed on the corresponding LCD screen tabs. Soft keys point to the feature options displayed along the bottom of your LCD screen. Soft keys change depending on the status of your phone. For example, you can see one set of soft key options when you pick up the handset, and another set when the phone is not in use.

## 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 <b>[User]</b> . 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. <b>If you need immediate assistance, please press 0 to speak to [Zero Out Location]</b>
Busy Greeting	You have reached the desk of <b>[User]</b> . I am currently on another call. After the tone, please leave a detailed message, including your telephone number, and I will return your call. <b>If you need immediate assistance, please press 0 to speak to [Zero Out Location]</b>
Do Not Disturb Greeting	You have reached the desk of <b>[User]</b> . 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. <b>If you need immediate assistance, please press 0 to speak to [Zero Out Location]</b>





### **...from your phone**

1. Press the **Messages** button 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.

### **...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.
5. Follow the prompts to use the voice mail system

## **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

## **Adjusting the Phone**

### **To Adjust Display Contrast**

- Press the **Settings** button  
 Press 1 to select **Contrast**  
 Adjust the contrast using the Up/Down soft keys  
 Press the **OK** soft key  
 Press the **Exit** soft key

### **To Adjust Ring Volume**

With the handset in the cradle and speakerphone off, use the Volume Up/Down buttons.

### **To Adjust Handset Volume**

Remove the handset from the cradle and use the Volume Up/Down buttons. Replace the handset.

### **To Adjust Speakerphone Volume**

Press the **Speaker** button and use the Volume Up/Down buttons. Press **Speaker** button again.

### **To Adjust Ring Type**

- Press the **Settings** button  
 Press 2 to select **Ring Type**  
 Highlight the desired ring with the Scroll Up/Down buttons  
 Press the **Select** soft key to select the ring  
 Press the **OK** soft key to exit the 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

### **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 the speaker button.
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).

### **...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 the **Resume** soft key.

### **To Return a Call to the Last Caller**

Lift the handset and dial \*69

Wait for the called party to answer

Note: If your phone has Toll Restrictions, you will not be able to return restricted calls.

### **Answering Calls**

The Cisco 7940/7960 IP Phone has distinctive rings for incoming calls:

Internal Calls - one ring  
External Calls - two rings

### **Answer a Call**

When you hear your phone ring and see the red light flash on your handset:

Lift the handset -or- answer in speakerphone mode by:

- Pressing the line button -or-
- Pressing the Speaker button -or-
- Pressing the Answer soft key
- Press Headset button to use the headset

### **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

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 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

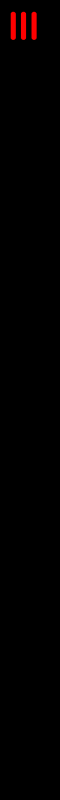
After hearing the Access Code, hang up

## **Voice Mail**

You can access your voice mailbox from several different sources:

- Your phone
- Any other internal phone
- Any touchtone phone outside your office.





### **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

#### **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

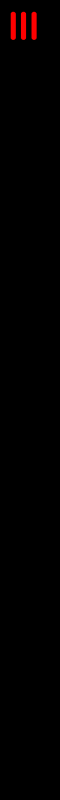
To reassign the original telephone number to the guest phone:

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



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, use the **Navigation** button and the **Resume** soft key. 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 **Resume** soft key and pick up the handset 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**

Using the **Navigation** button and the **Resume** soft key 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.

#### **Hangup**

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 **Directories** button.
2. Use the **Navigation** button to scroll to desired directory (i.e. Missed Calls, Received Calls or Placed Calls).
3. Press **Select** when you have selected a directory.
4. Use the **Navigation** button to scroll through the calls.
5. 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.

6. 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 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.

### **Speed Dial**

Speed dial lets you assign favorite telephone numbers to speed dial buttons for one-touch dialing. The speed dial buttons are the same as your line buttons—See page 5 for visual display.

### **To Access the Speed Dial Menu**

Lift the handset, dial 74\* and follow the voice prompts.

### **Speed Dial Notes:**

To modify a Speed Dial button, follow the instructions to program a new Speed Dial button using the same Speed Dial button.

To delete a Speed Dial button, follow the instructions to program a new Speed Dial button. Instead of entering a new telephone number, press # to enter an empty phone number.

When entering an external Speed Dial Number, include the Outside Access Digit.

To Use a Speed Dial, lift the handset and press the Speed Dial

### **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 **Resume** soft key 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 **Resume** soft key 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 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.

### **Mute**

Mute disables the microphone of the handset, speakerphone or headset so you can have a private conversation. **To enable Mute:** Press the Mute button. The Mute button will glow red and the display will briefly note "Microphone Mute On" to show that Mute is active.  
**To disable Mute:** Press the Mute button again. The Mute button will go dark and the display will briefly indicate "Microphone Mute Off" to indicate that Mute is cancelled.

### **Night**

Companies often have different call treatments for daytime versus after-hours callers. The Night capability can be assigned to a user's phone to override the standard day-of-week/time-of-day logic.

The Night feature has three modes:  
 Normal - Calls will be handled using the standard day-of-week/time-of-day logic. No action is required by the user when operating in Normal mode.  
 Temporary Night Mode temporarily overrides the normal day-of-week/time-of-day logic. It toggles between day-mode and night-mode. At the change in the day-of-week/time-of-day schedule, the system will revert back to Normal operation.  
 To enable Temporary Mode, press the Night soft key once.  
 Permanent Night Mode overrides the normal day-of-week/time-of-day logic until the user manually changes the state back to Normal.  
 To enable Permanent Mode, press the Night soft key twice  
 To disable Permanent Mode, press the Night soft key twice again

### **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 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.

### **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.

### **To enable Do Not Disturb:**

Press the **DND** soft key or lift the handset, dial \*04 and hang up  
The display will show "Do not disturb is active".



### **To disable Do Not Disturb:**

Press the **DND** soft key or lift the handset, dial \*04 and hang up. The "Do not disturb is active" message will disappear.

### **Group Call Pickup**

Group Call Pickup lets you answer another phone that is in your Call Pickup Group.

### **To Pickup a Call from another phone using the menu:**

Press the **More** soft key twice

Press the **Group** soft key

### **To Pickup a Call from another phone using Star Codes:**

Lift the handset; dial \*06

Note: If multiple inbound calls are ringing, the call that has been ringing the longest will be answered.

### **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** soft key. Depending on your system configuration, the party may hear music, a recorded announcement, or silence while holding.
2. To resume the conversation, press the **Resume** 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.

### **Intercom**

Intercom lets you make an announcement through another person's phone, allowing them to respond instantly in hands-free mode using their speakerphone.

### **To initiate an Intercom call:**

Press the **More** softkey

Press the **Intcom** soft key

Dial the extension of the other party

If the other party had Do Not Disturb enabled or they are on the phone, you will get a busy signal when you try to Intercom.

### **Receiving an Intercom call:**

When someone initiates an Intercom call to your phone and your phone is idle, your phone will beep and your speakerphone will be enabled

### **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.