

### **Answering Calls**

- All incoming calls will ring on the receptionists phone set.
- An triangle will flash beside the line that the call is ringing on.
- To answer the call simply lift the receiver. The system will prioritize the calls and connect you with the longest ringing outside call first.
- To get to the next ringing call, press the hook switch.

### **Transferring Calls**

- To transfer a caller to the requested extension press the 3<sup>rd</sup> softkey<sup>1</sup> under the word TRANSFER on the display, followed by the designated button on the CAP module for the person or department the caller has requested.
- If a triangle is lit up beside the designated button on the CAP module this indicates that the party is currently on another call or the phone has been put in Do Not Disturb mode.
- If the requested extension is available the receptionist has the option to stay on the call and wait for an answer at the dialed extension so that he/she may announce the caller, or put the call through immediately.
  - If the receptionist wants to announce the call he/she will wait until the dialed party answers, then advise the dialed party that he/she is transferring a call and press the softkey under the word JOIN. If the dialed party advises the receptionist that they are not able to take the call, the receptionist will press the softkey under the word CANCEL to return to the caller and give them the information.
  - If the receptionist does not want to announce the call he/she will immediately press the join key.
- Replace the handset in the cradle or press the release key.
- If the requested extension is in use the receptionist can offer to try another extension, or to transfer the caller to voicemail.
- To transfer the caller directly to the requested party's voicemail the receptionist will press the Feature key followed by 986 plus the extension. The caller will be transferred directly into the appropriate mailbox without ringing the set, and the receptionist will be released to handle the next call. There is no need to press the release key or replace the handset.

### **Placing Callers on Hold**

- To place a call on hold at the Receptionist's phone set the receptionist will press the red HOLD button on the set. The triangle beside the line where the caller is will flash, and a reminder tone will play periodically.
- The call will ring at the receptionist's phone set when the hold timer has timed out (set to XX seconds)
- To place a call on hold at another set<sup>2</sup> the receptionist will press the FEATURE key, followed by 82 and the extension where the caller is to be put on hold. A double beep will play at the destination extension to alert the extension owner that a call is on hold.
- The call will ring back to the receptionist's phone set if not answered at the destination within the allotted time (currently set to XX seconds). The receptionist's display will read CAMPED FROM *destination* so receptionist knows who caller was holding for.

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<sup>1</sup> Softkeys are the 3 interactive keys directly under the 2 line display on the M7324 and M7310 model phones.

<sup>2</sup> This feature is called CAMP, and is useful when a caller insists on holding for the requested party who is on another call. Use of this feature will free up the receptionist to handle other calls, and will alert the recipient that other calls are holding.