

The Basics:

Transferring a call:

While the call is active on your telephone set press the softkey under the word TRANSFER on your display, then dial the extension that you want to transfer the caller to. If you do not need to announce the call you can hang up at this point. If you need to speak with the recipient before connecting them to the call stay on the line till they answer, give them the information you want, and then hang up. Once you hang up the caller is connected to the other party.

Making calls:

Select your intercom button, or lift your handset. To make an internal call dial the extension you want to reach. To make an external call, press 9 to get an outside line, then dial the 10 or 11 digit telephone number.

Telephone Features / Buttons

Park (F74) – Allows you to place a caller on hold to be retrieved from another telephone set. While you have the caller on the line, press the CALL PARK button. The caller will be placed on hold and the display on your telephone will show CALL PARKED: **XXX**. To retrieve the call from any telephone set, simply pick up the handset and dial the 3 digit access code shown on the display.

Page (F620) – The page key will allow you to access the paging system. Once you have pressed the page key, enter the zone you want your page heard in and speak clearly into your handset. When you are finished press the RLS key, then hang up the handset. Do not use handsfree when paging, as the proximity of the handset to the speaker may create feedback.

Transfer (softkey) – allows you to transfer an active call to another extension. While the call is active on your phone press TRANSFER, then dial the 3 digit extension that you want to transfer the caller to. You can remain on the line to announce the call, or hang up immediately to complete the transfer. If there is no answer at the extension that the call has been transferred to the call will be forwarded to the appropriate voicemail box.

VM Transfer (F986) – allows you to transfer a caller directly into a mailbox without ringing the associated extension. Press Transfer to Voicemail, followed by the 4 digit extension of the mailbox you want to transfer the caller into.

Last # (F5) - Will redial the last number called from your extension.

Conference (F3) – Allows you to initiate a 3 way call. To set up a 3 way call place the first party on hold and call your second party. Press CONFERENCE then press the intercom where your first party is on hold (it will be the one with the flashing arrow). All 3 parties are joined. Pressing HOLD while you are on a conference will allow you to walk away from the conference while leaving the connection between the other 2 parties intact. Pressing Release (orange button with the handset and arrow) will disconnect all 3 parties.

Open Mailbox (F981) – Takes you into your own personal mailbox to check messages and record your personal greetings. Press open mailbox followed by your 4 digit password.

Leave Msg (F980) – Allows you to leave a message in another staff member's mailbox without ringing their extension. Press Leave Msg followed by the person's 4 digit extension. The name of the person will display on your screen. Press OK or # to accept your choice. Press # again to bypass the personal greeting and go directly to the tone.

Forward to Voicemail (F984) – Directs anyone who dials your extension or direct line into your mailbox immediately without ringing your extension. Press it once to activate – your display will show FORWARD>XXXX. Press CANCEL to turn off.

Interrupt (F987) – The arrow beside this button will flash whenever someone is in your mailbox listening to your personal greeting or recording a message for you. If you want to speak with them press interrupt to immediately connect with the caller.

Programming Memory Buttons / Speed Dials

For T7316 telephone users you have 8 memory buttons at the top of your telephone set that can be programmed with internal or external telephone numbers, or commonly used features. All users have the ability to program up to 24 personal speed dials at their telephone, regardless of which model.

To program personal speed dials press FEATURE * 4, then enter the speed dial code that you want to program. Personal Speed Dial Codes range from 71-94. After entering the code dial the telephone number that you want to program. To use a programmed speed dial, press FEATURE * 0 (or the speed dial button if you have one on your phone), followed by the speed dial code for the number you wish to call.

To program an internal extension, press FEATURE *2, press the button you want to program, then dial the extension you want.

To program an external phone number, press FEATURE *1, press the button you want to program, then dial the external telephone number.

To program a feature, press FEATURE *3, press the button you want to program, then press FEATURE and the appropriate feature code.

Special Features for Call Centre Agents

LOG IN (F904)

Indicates to the ACD (*Automatic Call Distribution*) that you are available to accept calls. To Log into the queue press your log in button, then enter your agent ID and password.

NOT READY (F908)

Indicates to the ACD that you are temporarily unavailable to handle calls from the queue. The ACD system will bypass you and send calls to the next available agent. To go Not Ready simply press the Not Ready key. Press it again to become Ready.

CALLS Q'D (F909)

This button will give you real time stats on the number of calls currently waiting in queue for an agent, as well as the time the longest caller has been holding. You may press this button either when you are on a call or idle. The stats will briefly display on the screen of your display phone. It does not affect the active call on your set.