



Cortelco 10-Button Speakerphone Guide

ANSWERING a Call

While the phone is ringing you will hear the ringer and see the "message" light at the top of the phone flashing. Lift the handset to answer the call.

BASIC DIALING

Campus Calls: To reach on office or Residence Hall on campus simply dial the four-digit extension number (XXXX).

Local Calls: For local calls, dial **9**, then the seven digit telephone number. If the call is in a different area code, but is still a local call, dial **9, 1**, the area code, then the seven-digit number.

Toll Free Calls: Dial **9**, then 1-800-XXX-XXXX (888, 877, 866, 855, etc).

Long Distance: Dial **9, 1**, the area code, then the seven-digit number.

International Calling: Dial **9, 011**, the country code, the city code, then the telephone number.

CALL PICKUP (group)

This feature allows you to answer another phone in your department, which has already been programmed into your common pickup group. To answer the call, lift handset and dial * **4**. The phone will stop ringing and you will be connected to the caller.

CALL TRANSFER

Ask the party to wait. Press **Flash** (original call is placed on hold), then dial the 4-digit extension (**XXXX**) where you want the call transferred. Announce the call when the called party answers and hang up, **or** hang up after dialing the extension without announcing the call. In either instance, the original caller will be on hold until you hang up your phone.

Note: To transfer calls to someone's voice mail, see the Voice Mail instruction guide.

CALL WAITING

After hearing the *call waiting tone*, ask the connected party to wait. Press **Flash** to connect to the call waiting (your original call is placed on hold). Press **Flash**, then **# 6** to alternate between calls. If at any time one of the callers hangs up, you will be automatically connected to the remaining caller.

Note: Your phone is currently set to forward to voicemail when busy. If you would prefer to receive a call waiting tone, contact the telephone system administrator at x4664.

CONFERENCE CALL (3-way)

While connected to a caller, press **Flash** (caller is placed on hold), dial the four-digit extension (**XXXX**) or **9 + outside number**. When the second caller answers, press **Flash** to establish the conference.

Note2: If the person you are trying to add to the conference does not answer, or you reach their voice mail unexpectedly, press **Flash** twice (**flash, flash**) to cancel the transfer and return to the original caller.

DATA PORT

The DATA port is located on the bottom of the telephone, and can be used in conjunction with a modem, or answering device.

FLASH

This button is used for many different functions. You will notice the flash feature listed in many feature descriptions. The main function is to transfer calls, but is also used for features such as conferencing and call waiting to name a few.

FORWARD ALL CALLS

Dial *** 3 4 +** and the four-digit extension (**XXXX**) number where you want your phone to forward to when you are away from your office. When you hear a confirmation beep, hang up. Your phone will not ring but will immediately forward to new destination. If you want your calls to go to Voice Mail, enter **7000** as your "forward to" destination.

FORWARD ALL CALLS - Cancellation

Lift handset, then dial **# 3 0**. When you will hear the confirmation beep, hang up.

HANDSFREE BUTTON

The HANDSFREE button is used to go off-hook without lifting the handset, for both answering and placing calls.

HANDSFREE VOLUME CONTROL

This slider switch is located on the right side of the telephone. You can set the ringer switch to HI, MED, or LO.

HOLD

Press the **HOLD** key on your phone and hang up (a red light will illuminate). The call is on hold on your phone (you will not be able to receive another call as your phone will be in a busy state with the hold button), **or** press **Flash** and dial *** 1**, hang up and the call will be on hold in the phone system (this will allow you to receive additional calls while on hold in the system).

HOLD RETRIEVE

Lift the handset (if you put the call on hold on your phone) and you will be reconnected **or** dial # **1** (if you put the call on hold on the system). To retrieve a held call via the * 1 from another phone, dial the Remote Retrieve code * **2 2**+ your extension number.

MAKING a Call

Lift the handset for dial tone. Dial the telephone number, or press REDIAL. Disconnect the call by replacing the handset in the cradle again.

NOTE: a) To switch from a handset call to a SPKR call, press the SPKR button (the SPKR light will illuminate red), then hang up the handset to continue your call. b) To switch from a SPKR call to a handset call simply lift the handset and continue your conversation.

MEMORY DIALING

Ten frequently dialed telephone numbers can be stored in the telephone memory button locations, located on the top half of the phone. A number stored in memory can be accessed with one-touch of a Memory Dial button.

To store a telephone number in memory:

1. Lift the handset.
2. Press **STORE**.
3. Dial the **4-digit** extension or local or LD **telephone number** to be saved.
note: Make sure to include a 9 for an off campus call.
4. Press the **STORE** button again.
5. Press one of the ten **Memory location buttons** where the number is to be saved.
6. Hang up the handset.
7. Record the number on the on the paper face mat and replace along with the faceplate.

MESSAGE WAITING

The "Message" lamp will light when you have a message. To retrieve your message(s), lift the handset and dial the message retrieval access code, # **5** or simply dial extension **7000**.

PARK

Park allows you to place a call on hold in a specific parking position for the purpose of retrieving the call from another phone on campus. Ask the caller to hold and press **Flash + * 9**. Next, dial your four-digit extension number (**XXXX**). The call will be parked (held) in the system on your extension.

PARK RETRIEVE

You can go to any phone on campus and dial * **9** + your extension number (**XXXX**). You will be connected to the parked call.

PAUSE

Used in conjunction with Memory Dialing, if so needed. Press the PAUSE button to activate a delay in dialing

REDIAL BUTTON

Pick up the handset and press the REDIAL button to automatically redial the last number you dialed using your telephone touch pad. This feature will not redial a number you called using Memory Dialing or Station Speed Dial.

RELEASE BUTTON

The RELEASE button will provide a 3-second on-hook condition.

RINGER SWITCH

The switch is located on the right side of the telephone. You can adjust your speaker phone call up or down by sliding this switch up or down.

SHIFT BUTTON

The SHIFT button is used to access 10 two-touch memory locations.

STORE

Used to program **memory dial** numbers into memory.

SYSTEM FORWARDING

Your phone is automatically forwarded via "*System Forwarding*," to Voice Mail when your phone rings and goes unanswered.

There are three forwarding option when your phone is busy:

- 1) Transfers to the department secretary.
- 2) Transfer to Voice Mail.
- 3) Do not transfer at all, and you will receive a "call waiting tone" from off campus callers. Internal callers will hear a busy tone, at which point they can hang up and call you back, or they can activate the camp-on feature, if they are familiar with it.

Call the System Administrator at ext. 4664 to find out what your busy option is set to now, or to have it changed.

Note: If you activate a "Forward All Calls" feature as previously mentioned, it will override the **system forward** until you cancel the feature.

TONE / PULSE SWITCH

The switch is located on the right side of the telephone, and should always be set to "T", otherwise, you will not be able to access voice mail or other system features.