

# QUANTUM VOICE PHONE GUIDE FOR USERS

Instruction in this article is intended to be non-phone specific. Therefore it speaks of functions rather than buttons and soft-keys, and it will avoid detailed reference to specific phone's display elements. This article's purpose is to give you direction on how to perform certain general phone operations without referring to the specifics of individual phone interfaces.

## Phones And Call Handling

### Placing a Call

You can place a call using your phone over the handset, speakerphone, or headset.

- To make a call using handset, simply pick up the handset and dial the number. You may also be able to dial first, then pick up the handset.
- To make a call using the speaker phone - with the handset on hook, then press the speakerphone function. Once you have dial tone, you can then dial the number.
- During a call, you can alternate between Speakerphone, Headset, or Handset modes by pressing the appropriate functions, or picking up the handset.

The name of the called party is displayed in the active window on the call screen.

The call duration of active calls is also visible on the call screen.

### Answering A Call

- **When not in another call**, answering a call is as simple as picking up the *handset*, or pressing the *Speakerphone* function if you wish to communicate via speakerphone, or pressing the *Headset* function if you wish to communicate via headset.
- **When in another call**, and a call comes in it will be indicated by a call waiting tone and a flashing signal on the incoming call's corresponding line key. There should also be incoming call information in your phone's screen.
  - Press the *Hold* function **or**
  - Press the *Answer* function **or**
  - Find the incoming call's corresponding *Line Key* function and press it. (The current call will automatically be placed on hold)

To reject an incoming call, press the *Reject* function.

### Ending A Call

Do one of the following:

- If you are using the handset, press the *EndCall* function or replace the handset
- If you are using a headset, press the *Headset* function
- If you're are using the speakerphone, press the *Speakerphone* function

### Redial

To redial the last placed call from your phone press the *Redial* function.

### Hold

During a call press the *Hold* function to place the call on hold.

To retrieve the call press the *Hold* or *Resume* function.

If multiple calls are on hold select the call you wish to retrieve by navigating the Phone's screen or by selecting the corresponding call's line key function and pressing the *Hold* or *Resume* function

### How To Park Calls

- While on the phone with a user press the Park key and the call will be transferred to that Park key
- To retrieve the parked call, simply press the Park key to retrieve the parked call
- If the user does not have a park key and wants to place a call on park they may press blind transfer and enter a park location (\*31 for Park 1, \*32 for Park 2, \*33 for Park 3 and so on)
- If the user does not have a park key but wants to retrieve a parked call they may dial the parked location to retrieve the call

## Call Forwarding (*Static*) & Forwarding A Call (*Dynamic*)

Call Forwarding is the phone's ability to direct a call to another party. It comes in two flavors. This feature is typically local to the phone, and may be overridden by call server settings. For more information, contact your system administrator.

- **Static Forwarding** - You can configure your phone to forward all incoming calls.
  - Enter the Call Forward feature code \*72
  - Enter a number for where to forwards calls
- To cancel Call Forwarding enter the feature code \*73
- **Dynamic Forwarding** - You can forward calls as your phone is ringing.
  - When the phone rings, press the *Forward* function.
  - Enter a number for where to forward the incoming call.
  - Press the *Enable* function

## How To Transfer

Transferring a call can be done in one of three ways:

- **Consultative transfer** - The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
  - During a call, press the *Transfer* function of your phone.
  - Dial the number to which you wish to transfer the call.
  - Once you hear the ring-back sound or any time after the party answers, press the *Transfer* function to complete the transfer. You may talk privately with the party to which you are transferring the call prior to completing transfer.
  - You may cancel the transfer at any time before the call connects by accessing your phone's *Cancel* function.
- **Blind transfer** - The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.
  - During a call, press the *Transfer* function of your phone.
  - Press the *Blind* function of your phone.
  - Dial the number to which you wish to transfer the call. From this point the call will be connected to the party to which you are transferring.
- **Attended transfer** - The parties are automatically connected to each other after you exit the conference.
  - Set up a conference call and then end your participation. For more information, see **How To Conference** below

## How To Conference

You can create a conference with other parties using the phone's conference function. You can create a conference at any time between an active call and a call on hold (on the same or another line. While in a conference, your phone's display will be populated with Conference related and functions.

## Setting Up A Conference

- Call the first party
- Press the *Conference* function of your phone
  - The active call is placed on hold
- Call a second party
- When this party answers press the *Conference* function to add them to the conference.
- Repeat the following per person you wish to add to the conference.
  - Press the *Conference* function to add another party.
    - All members in conference will be placed on hold.
  - Dial the next party member.
  - Press *Conference* function again to add them to the conference.