

WTC Business Phone Quick Reference Guide



Main Keys

Line Keys

Soft Keys

Soft Key functions appear on the phone screen above, and can change depending on the type of call you are making.

Programmable Keys

Message Key

Headset Key

Hold Key

Transfer Key

Speaker Key

Send Key

Navigation

Volume

Conference Key

Mute Key

Redial Key

Placing a Call: Pick up the handset, enter number, and press the Send soft key.

Calling using Speakerphone: With the handset on-hook, press the Speaker key Enter the phone number, then press the Send soft key.

Calling using Headset: Once headset is connected, press the HEADSET key. Enter the phone number, and press the Send soft key.

Answering a Call: Pick up the handset, or press the SPEAKER key to use speakerphone, or press the HEADSET key to answer if using headset.

TIPS: You can alternate between handset, headset and speakerphone during a call by pressing the appropriate keys. You can also ignore an incoming call by pressing the Reject soft key.

Ending a Call: Hang up the handset or press the Cancel soft key. If using Speakerphone, press the Speaker key or Cancel soft key. If using headset, press the Cancel soft key.

Redial: Press the Redial key to enter the Dialed Calls list, then press or to select the desired number, then press the or the Send soft key. To redial the last number, press twice.

Muting: Press the MUTE key to mute the microphone during a call. Press it again to un-mute the call.

Placing a Call on Hold: Press the HOLD key or Hold soft key during an active call.

Resuming a Call on Hold: If there is only one call on hold, press the HOLD button or the Resume soft key. If there is more than one call on hold, press or to select the desired call, then press the HOLD key or Resume soft key.

Blind Transfer (Transfer call directly to another line): Press the TRAN button or the Transfer soft key during an active call. Enter the number you want to transfer to.

Attended Transfer (Speak to the recipient of the transfer before sending the call): Press the TRAN key or the Transfer soft key during an active call. The caller is placed on hold. Enter the number you want to transfer to, then press the SEND key (below the 9 on the keypad.) At this point, you may speak to the person whose number you just dialed to announce the transfer. When ready, press the TRAN key or the Transfer soft key.

Call Forwarding: To enable, press the Menu soft key when the phone is idle, then select *Features > Call Forward*. Select the forward type:

Always Forward: Incoming calls are all forwarded unconditionally;

Busy Forward: Incoming calls are forwarded when the phone is busy;

No Answer Forward: Incoming calls are forwarded when the phone is not answered after a specified time period.

Next, enter the number you want to forward to. For No Answer Forward, enter the ring time to wait before forwarding. Press the Save soft key to accept the changes.

Conference Calling: During an active call, press the CONF key or Conf soft key. Your call is placed on hold. Enter the number of the second party, and press

the Send soft key. Press the CONF key or the Conf soft key again when the second party answers. All parties are now joined in the conference. Hang up the handset to disconnect all parties. Note: You can split the conference call into two individual calls by pressing the Split soft key.

Configuring Speed Dial: When the phone is idle, press the Menu soft key, then select *Features > DSS Keys > Memory Keys* (or Line Keys).

Select the desired DSS key, and press the Enter soft key. Select Speed Dial from the Type field, select the desired line from the Account ID field, and enter the number in the Value field. Press the Save soft key to accept changes.

Using Speed Dial: Press the speed dial key to dial the number you have configured.

VoiceMail: The Message Waiting indicator on the idle screen indicates that you have new voice messages. The MESSAGE key LED will also be illuminated. To listen to messages, press the MESSAGE key or the Connect soft key, and follow voice prompts.

Call History: Press the History soft key when the phone is idle, then press or to scroll through the list. Once you've selected an entry you can press the Send soft key to dial the number or press the Delete soft key to remove the entry from the list.

If you press the Option soft key, you can also do the following:

- Select *Detail* to view information about the entry;
- Select *Add to Contacts* to add the entry to the local directory;
- Select *Add to Blacklist* to add the entry to the blacklist;
- Select *Delete All* to erase all entries from the list.

Adding a Contact to the Contact Directory: When the phone is idle, press the Directory soft key, then select *Local Directory > Contacts*. Next, press the Add soft key to add a contact to your directory. Enter a unique name in the Name field and the phone number in the indicated field. Press Save to accept the changes.

Editing a Contact: When the phone is idle, press the Directory soft key, then select *Local Directory > Contacts*. Press or to select the contact, then press the Option soft key, followed by Detail from the prompt list. Update the contact information and press Save.

Deleting a Contact: When the phone is idle, press the Directory soft key, then select *Local Directory > Contacts*. Press or to select the contact, then press the Option soft key, then choose Delete from the prompt list. When the prompt "Delete Selected Item?" appears, press the OK soft key.

Volume Adjustment: Press the Volume key during a call to adjust the volume, or to adjust the ringer volume when the phone is idle.

Ring Tone: When the phone is idle, press the Menu soft key, then select *Settings > Basic Settings > Ring Tones*. Press or to select the desired ring tones, then press Save to accept the changes.



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