

# simplifi®



CP920, W60B, T41P, T46G

## MAKING A CALL

### From the Handset:

1. Pick up the handset, enter the phone number and press the Send soft key.

### Using the Speakerphone:

1. With the handset on-hook, press the speakerphone softkey.
2. Enter the number and press the Send soft key.

### From the Headset:

1. With the headset connected, press to activate the headset mode, enter the number and press the Send soft key.

## REDIAL

1. Press the clockwise arrow key to enter the placed call list.
2. Press up or down arrows to select the desired entry.
3. Press the Send soft key.

## MAKING A SPEED DIAL CALL

1. Scroll to the speed dial page with the corresponding contact.
2. Press the corresponding softkey to dial corresponding contact.

3. Call will dial out when contact button has been pressed.

## PROGRAMMING SPEED DIAL

1. Press and hold an unused line key for about five seconds.
2. Use Left/Right or the Switch softkey to scroll through the type of line keys available until you locate Speed Dial.
  - Account ID: Select the phone Line to associate with this line key.
  - Label: Enter the name you would like displayed on the line key label.
  - Value: Enter the phone number you would like this line key to dial.

3. Press the Save softkey to accept your changes.

**Note:** Press and hold an already assigned softkey to reassign the key to another number.

## ANSWERING CALLS

### Using the Handset:

1. To answer a call, simply pick up the handset.

### Using the Speakerphone:

1. With the handset on hook, press the speaker softkey to answer an incoming call.

### Using the Headset:

1. With the headset connected, press to answer an incoming call.

**Note:** During a call, you can alternate between these methods by pressing the Headset or Speakerphone keys, or by picking up the handset.

## ENDING A CALL

### Using the Handset:

1. Press the End Call soft key
2. Hang up the handset.

### Using the Speakerphone:

1. Press the End Call soft key.

## PLACING A CALL ON HOLD

You may place any active call on hold, and resume the call on the phone when you are ready. Hold means there is no communication between the caller and user.

1. During an Active call, press the HOLD key on the phone. The caller will hear a hold tone and the call will show as paused on the phone.
2. To resume the call, press the HOLD key again. You can now speak to the caller.

## TRANSFERRING CALLS

**Consultative Transfer:** you have an opportunity to speak with the called party before transferring the call for pickup.

1. Press the Transfer softkey: this will place the other party On hold.
2. Use the dial pad to enter the number (extension or 10-digit number) and speak to the called party.
3. Press Consult, you can speak to the caller and called party before completing the transfer.
4. Press transfer.

**Direct Transfer:** The current active call is transferred with no dialog between you and the called party or caller.

1. Press the Transfer softkey: this will place the other party on hold.
2. Use the dial pad to enter the number. (extension or 10-digit number)
3. Press transfer.

**Direct Transfer to External:** Enables you to transfer a call to a non One Talk number.

1. Press the Transfer softkey during an active call: this will place the other party on hold.

2. Press \*\*55 then enter the 10-digit phone number or extension to which you want to transfer the call.
3. Press the Transfer softkey to complete the transfer.

## SETTING UP VOICEMAIL

1. From the desk phone, press the Envelope button. (messages)
2. Select Language
3. Select Password
4. Select Voice Signature
5. Select Greeting to choose one of the following options:
  - Personalized (custom)
  - Standard (default)

## DO NOT DISTURB (DND)

Rejects incoming calls automatically if no other devices share the number. Callers can be forwarded to voicemail when DND is enabled.

1. Select the button that is under DND on your phone display.
2. A DND icon will display at the top of the screen.
3. Press the button under DND to toggle the feature on or off.

## MUTE/UNMUTE

1. Press the Microphone button to mute the microphone during a call.
2. Press the Microphone button again to unmute the microphone.

## VOLUME ADJUSTMENTS

### Call Volume:

1. Press the plus/minus key on the phone console to adjust the volume of the receiver when you are on a call.

### Ringer Volume:

1. Press the plus/minus key on the phone console to adjust the volume of the ringer when the phone is idle.