

Quick Reference Guide

Dialing Plan

Fill in these important numbers for your dialing plan.

Number				Description	
				My Direct Dial or Extension	
				Operator/Attendant	
				Off-Site Voice Mail Number	
Overhead	Sales	Service	Parts	Office	Department Name
				Department Group Extension	
4#=4000	Zone=	Zone=	Zone=	Zone=	Zone Overhead Paging (if Multi-zone)
	5#=	6#=	7#=	8#=	Over-phone Zone Paging

Making Calls




When making calls outside your dealership, enter a 9 and then the 10-digit number. You do not need to enter a 1 for long distance calls.

During a call, you can alternate between handset, headset, and hands-free mode by pressing the Speakerphone or Headset buttons, or picking-up the handset.

You can set up Speed Dials from the User Options web interface.

Dialing a Number

Do one of the following then dial the number:

- Lift the handset from the cradle.
- Press an unlit line button  on the right side of the phone.
- Press the **New Call** softkey.
- Press the (unlit) **Headset**  or **Speakerphone**  button.

Redialing Numbers

Press the **Redial** softkey. Your phone dials the number you last called.

Calling Speed Dial Entries

Do one of the following:

- Enter a speed-dial code, and then press the **Speed Dial** softkey.
- Pick up the handset, press the **Speed Dial** softkey, enter the speed dial code, and then press the **Speed Dial** softkey again.



Calling Internal Extensions from the Voice Enabled Directory

1. Dial your voice-enabled directory extension, usually 8090.
2. At the voice prompt, speak the name of the person you want to call.
 - If the system finds a single match, it plays the greeting for the person and automatically transfers you to that person's extension.
 - If there are multiple matches, the system plays the greeting for the first matching person. If the greeting matches the person you want to call, speak **Yes**, and you will be connected to the person's extension; if not, speak **No**, and the system presents the greeting of the next matching person.
 - If the system cannot find a match, try speaking the name again, or just the person's first or last name.

Ending Calls

There are several ways to end a call on your phone.

Perform one of the following options to end a call:

- Replace the handset in its cradle.
- Press the **End Call** softkey.
- Press the lit **Headset**  or **Speakerphone**  button.

Answering Calls




There are several different ways of answering calls on your phone.

If you want to silence the ringer when an incoming call arrives, press the volume button down.




Answering a Ringing Call

To answer a ringing call, do one of the following:
















- Lift the handset.
- Press the flashing amber line button .
- Press the unlit **Headset**  or **Speakerphone**  button.
- Press the **Answer** softkey.











Call Waiting

If a second call arrives while you are on another call, the name of the second caller displays and the line button flashes amber. To answer the second call and put the first call on hold, press the flashing amber line button . Press the line button again to switch between the two calls.



* 3 8 8 6 0 0 *

<p>Muting Calls </p> <p>Mute applies to all modes: handset, headset, and hands-free.</p>	<p>You can mute your phone using the Mute button. This allows you to listen to all parties on a call but prevents them from hearing any noise coming from your line.</p> <p>Press Mute  to toggle Mute on and off. When Mute is on, the Mute button glows red.</p>
<p>Placing Calls on Hold</p> <p>Note: When a call is on hold for an extended period of time, you will see and hear both visual and audible alerts.</p>	<ol style="list-style-type: none"> 1. Press the Hold button . The hold icon  displays and the line button for the call pulses green. 2. To resume the highlighted call, press the pulsing green line button  or the Resume softkey.
<p>Forwarding Calls</p> <p>You can also turn on/off call forwarding from the User Options web interface.</p>	<ol style="list-style-type: none"> 1. Press the Fwd All softkey. 2. Enter the number you want your calls forwarded to (to forward to your voice mailbox, press the Messages button ). Be sure to include a leading 9 for external numbers. The Forward All icon displays next to the line button. 3. To cancel call forwarding, press the Fwd Off softkey.
<p>Using Do Not Disturb</p>	<p>Depending on how your dealership configures your phone, when you activate the Do Not Disturb (DND) feature incoming calls will either go immediately to voice mail or the call will ring your phone but the visual and audible notifications will be disabled.</p> <p>Turning on Do Not Disturb (DND) Press the DND softkey. The “DND is ON” message appears.</p> <p>Disabling Do Not Disturb Press the DND softkey. The “DND is ON” message disappears.</p>
<p>Conference </p> <p>You can create a conference with multiple callers.</p> <p>The conference call ends when all participants hang up.</p>	<p>Creating a Conference</p> <ol style="list-style-type: none"> 1. While on an active call, press the Conference button  or the Conf softkey. 2. Dial the number to the contact you want to add to the conference call. 3. Press the Conference button  or the Conf softkey before or after the party answers. The conference begins and the phone displays “Conference” instead of caller ID. 4. Repeat Steps 1 through 3 to add more participants. <p>Conferencing Two Active Calls</p> <ol style="list-style-type: none"> 1. While connected with two calls (one active, one on hold), press the Conference button  or the Conf softkey. 2. Press the pulsing green line button  for the held call you want to add 3. Press the Yes softkey to confirm you want to add the calls to a conference. <p>Viewing and Removing Conference Participants</p> <ol style="list-style-type: none"> 1. To view conference participants, press the Details softkey. 2. To remove a conference participant, highlight a name then press the Remove softkey.
<p>Transferring Calls </p> <p>You can transfer incoming calls to other extensions at your dealership. You can perform a “blind” transfer—where you don’t announce the call—or a “warm” transfer, where you announce the call to the transfer recipient.</p>	<ol style="list-style-type: none"> 1. While on an active call, press the Transfer button . 2. Dial the extension to transfer the caller to. 3. Complete the transfer: <ul style="list-style-type: none"> • Blind: Once you hear the call ringing, press the Transfer button  or the Transfer softkey. ▪ Warm: After the other party picks up the call and you announce it, press the Transfer button  or the Transfer softkey.

<h3>Diverting Calls to Voice Mail</h3>	<p>You can redirect a ringing or active call to voice mail by using the Divert softkey. This feature is also available when your line is busy and you receive a second incoming call.</p> <p>Press the Divert softkey to redirect a ringing or active call to your voice mailbox. If a call is on hold, you must first resume it before you can divert it to your voice mailbox.</p>
<h3>Call History</h3> <p>You can view the last 150 missed, placed, and received calls for your phone.</p>	<p> Viewing the Call History</p> <p>Press the Applications button , select Call History, then select the line whose history you want to view.</p> <p>Dialing a Call from the Call History</p> <p>To dial, scroll to a call and press the Select button in the Navigation pad or the Call softkey.</p> <p>Viewing Call Details</p> <p>To view the details for a call, highlight the call and press the More and then Details softkeys.</p>
<h3>Directories</h3> <p>With directories, you can search for and call a contact.</p>	<p> Searching and Calling a Contact in a Directory</p> <ol style="list-style-type: none"> 1. Press the Contacts button  and select a directory. 2. Enter search criteria and press Search softkey. 3. Select the listing and press the Dial softkey.
<h3>Shared Lines</h3> <p>Some dealerships require employees to share lines with another coworker.</p>	<p>If you share a line with your co-workers:</p> <ul style="list-style-type: none"> ▪ Either you or your co-worker can answer a ringing call on the shared line. ▪ When your co-worker has a call on the shared line, your shared line button  is solid red and the call displays on your screen. ▪ When your co-worker puts a call on hold, the line button  on your phone pulses red. Either you or your co-worker can resume the call. ▪ If your co-worker enables the Privacy feature, their calls do not display on your screen.
<h3>Accessing Voice Mail</h3> <p>The first time you access your voice mailbox, the system will prompt you to record a name greeting and change your password.</p> <p>Voice Mail Extension: _____</p> <p>Default Passcode: _____</p>	<p>Voice Mail Indicators</p> <p>When you have a new voice mail message, the following indicators are active:</p> <ul style="list-style-type: none"> ▪ Solid red light on your handset ▪ Stutter dial tone (if enabled) ▪ Voicemail icon  displays next to the line label <p>Listening to Messages</p> <p>To listen to a message, press the Messages button  and follow the voice prompts.</p>
<h3>Setting Ring Type</h3> <p>You can select different rings to match your preferences and distinguish between calls on lines.</p> <p>Note: If you select Silent ring, press the Line button or the Answer softkey to answer incoming calls.</p>	<p> Setting Ring Type</p> <ol style="list-style-type: none"> 1. Press the Applications button . 2. Use the Navigation pad to select Preferences, and then press the Select button. 3. Select Ringtone, and then press the Select button. 4. Select a line, and then press the Select button. 5. To listen to a ringtone, select it and then press the Play softkey. 6. Press the Set softkey and then the Apply softkey to confirm.

