

On Cisco Handsets the HOLD button is located on the right most edge of the handset, it is a tall key with the outline of a hand on the front.

Call Hold

To hold/resume a call:

- 1) Press the HOLD button to put your active call on hold.
- 2) If there is only one call on hold, press the HOLD button again to retrieve the call.
- 3) If there are more than one calls on hold, press the Up/Down button to highlight the call, then press the HOLD button again to retrieve the call.

Call Waiting

To enable/disable Call Waiting via Phone interface:

- 1) Press the Menu Key (Key will a page with top corner folded)->Preference->Call Waiting->Edit button.
- 2) Use the y/n key to active/inactive call waiting.
- 3) Press the OK button then Save to save the changes.

To enable/disable Call Waiting via Web interface:

Choose User->CW setting yes/no (You will need to be logged in as admin with advanced active).

Call Transfer

To perform an Attended Transfer via Phone interface:

- 1) Press HOLD button during the active conversation, the call will be on hold. Dial the other telephone number then press Dial.
- 2) When the phone is answered, you can have a private conversation without the first person hearing it, then press xFerLx to complete the transfer.
- 3) You will be disconnected from the call.

3-way Conference

To establish a conference:

- 1) Press the Conf button during an active call.
- 2) The first call is placed on hold. You will hear a dial tone. Dial the number to conference in, then press the dial key.
- 3) When the call is answered, the call will include you and the person you have just dialled.
- 4) Press the Conf key again to bring the first person into the conference call.

Short Codes with a Brief description

***301** Record a greeting – This will allow you to record a global greeting message that can be used on the different features that you have with the PBX, such as; IVR's, Queues and Ring groups.

***123** Personal Voicemail – This will allow you to access the voicemail of the extension you are registered to and listen to your voicemail, if you then press "Mailbox Options (0)" and then press "Unavailable Message (1)" this will allow you to record a greeting message for your softphones extension.

***124** Central Voicemail – This will allow you to access your central voicemails that you can set up on the PBX. This can be achieved by dialling *124 then entering the extension number and then the pin of that extension, then select the option you would like. If you then press "Mailbox Options (0)" and then press "Unavailable Message (1)" this will allow you to record a greeting message for your softphones extension.

***8** Call Pickup – This option will need to be enabled on your extension by setting the same "Call Group" and "Pickup Group" on each extension and then when a call comes in to 1002, you will be able to press *8 and then dial to pick up 1002's call from 1001's handset.

***388** Music on Hold – If you would like to check your music on hold, you will need to dial this extension and it will start playing.

When you have setup a call forward, you will be able to activate it and deactivate it with the following codes.

***71** Enable Call Forward

***72** Disable Call Forward

You can use the below codes to manipulate your outbound Caller ID/

***67** Block Caller ID

***68** Unblock Caller ID

***81** Block Caller ID for the next call only.

If three digit dial codes fail you will need to amend the dial plan via the web configuration page. The Dial Plan setting is located within Ext 1 usually and will need to be changed to

(*xxxxxx|[3469]11|0|00|[2-9]xxxxxx|1xxx[2-9]xxxxxxS0|xxxxxxxxxxxxxx.)

Accessing the Web Configuration Page

To access the web configuration page of the handset you will need to type its local IP into a web browser of a computer on the same local network as your phones. To get this local IP press the Menu Key (Folded Paper Icon) then the 9 Key, the local IP will then be shown on screen (192.168.xxx.xxx or something similar).

Once you access this on the computer you will need to press Admin Login at the top right then select Advanced.

If you have any further questions please contact Support on the phone number below. Alternatively raise a ticket at support.ortalk.co.uk