

# Admin Telephone User Guide

## Answering a Call

Lift the handset or press the speaker button.

## Placing an External Call

Press the Outgoing button on your phone or dial **8** and then dial the number. For an Emergency call you do not need to grab a line, just dial **911**. Dialing **8911** will also work.

## Placing an Internal (Intercom) call

With or without lifting the handset, dial the **extension** number.

## Audio Volume

While on a call, use the up and down arrows to adjust the incoming audio level on the handset or the speakerphone.

## Ringer Volume Adjustment

While the set is idle press the up and down arrows to increase or decrease the ringer volume.

## Holding a Call

Press the red hold key.

To retrieve the held call press your **Call Key 1**.

## Transferring Calls

Before transferring a call from an admin phone, you must first press the **transfer** key.

- Once pressed you can dial the destination extension
- To complete the transfer, press a release key if one is available or hang-up
- To return to the caller without completing the transfer, press the **cancel** key

## System Park Orbits

Each admin phone has 3 Orbit keys. These keys are common to each set and can be used to place calls on hold to be retrieved from another phone.

To place a call on hold and retrieve from ANY extension on the system:

- With the caller on the line, press the **Orbit** key
- Watch and note the information from the display which shows where the call is parked.
- To retrieve the Parked Call press the button it is parked on
- *If at console will need to dial call park code \*57 xx (will be 01,02 or 03)*

## Call Pickup










To pick up a call **ringing** at another extension:

- Dial **\*09**
- Dial ringing extension number

To pick up a call **holding** at another extension:

- Dial **\*23**
- Dial extension number where call is holding

## Feature Buttons

Button	Action
(Up) (Down)	Provides volume control. Scrolls through features options.
 (Speaker)	Activates Handsfree Mode. Activates features.
 (Mute)	Mutes the microphone during a call.
 (Applications)	Activates the Applications menu to use the conference unit or cordless devices, program various phone settings, and enable Clean Mode.
 (Cancel)	The  (Cancel) button is there to cancel a transfer you realize was incorrect.
 (Redial)	Calls the last external number dialed. You cannot redial internal numbers.
 (Hold)	Places the current call on hold on your phone ONLY.
 (Transfer)	Transfers the current call. Right/Forward when entering dialpad characters.
 (Message)	Allows you to view station messages.

## Conference

To form a Conference when a two-party call is already in place, or to add another party to an existing Conference:

1. Press **TRANS/CONF** Key (caller is placed on hold)
2. Dial 9 + outside number or extension number of the next party.
3. Wait for an answer and announce conference.
4. Press (**TRANS/CONF** key again to join parties.

*If you misdial, get voicemail, or do not wish to add Caller to the conference, press line key where your existing conference is on hold.*

To leave a Conference:

- Hang up the handset or press **CANCEL** key.

## How Program Superkey to a Key

To program a feature key to be the Superkey:

1. Press **Settings** or Blue Applications Button.
2. Press **Programmable Keys**.
3. Press the key you wish to program.
4. If Applications are displayed, press **View Features**.
5. Use the Page Navigation keys to move through the features list.
6. Select **Superkey**.
7. Press **Save**.

**Note:** You cannot program a Superkey on keys 31 to 48 of the 5340 phone

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## Call Forwarding

Call Forwarding lets you redirect incoming calls to an alternate number when your phone is busy, when you're not answering, or all the time. You can use the Settings key to set a global forwarding option for all calls, or to program a feature key with a desired forwarding method. If you need one forwarding setup for Internal calls and a different setup for External calls, use the Superkey to program Call Forwarding.

Programming Call Forward

To set a global Call Forward option for all calls:

### 5330 Phone:

1. Press the key that you have programmed as **Superkey**.
2. Press **No** until "Call Forwarding?" appears, if necessary.
3. Press **Yes** to select **External** or **Internal** calls.
4. Use the **Next** key to navigate through the Call Fwd categories (Always?, If Busy?, No Ans?, etc.) and then press **Pgm** to select.
5. Enter the number to which you want your calls forwarded and then press **Save**.

### 5340 Phone:

1. Press the key that you have programmed as **Superkey**.
2. Press the **More** key until the Forwarding option appears.
3. Press the **Forwarding** key.
4. Press the key for your desired forwarding option (Busy, Always, To me, No Ans)

**Note:** When you see TO: -- dial the destination number.

Destination numbers include:

- the voicemail pilot number (\*8)
- another internal extension number
- a pre-defined system speed call (if call forward external is allowed)- Usually turned off by default.

## Setting Wakeup Calls

Can only be done from a 5340 set

Press **Guest Room Key** and follow these steps:

Enter **Room Number**

Press **Wakeup**

You can enter up to 3 wakeup calls for a room

- Multiple wakeup calls cannot be set with less than a 15 minute interval
- Each wakeup call will call a minimum of 3 times if not answered
- Wakeup calls are considered complete if the call is answered
- Wakeup can be set to repeat daily at a specific time

### By Guest in Room

They will dial \*32 followed by the **4 digit time** (24 hour clock)

To cancel they will dial \*32 then dial **9999**

## Changing Restrictions on Phones

Press Guest room Key and follow steps below:

Enter **Room Number** (or admin extension number)

Press **Rest O/G** key

Status will toggle through the following options

**INT** – Internal Dialing Only

**LOC** – Local calling allowed – Default Setting on Checked Out

**LD** – Long Distance Allowed – Default Setting on Checked In

**Note:** The Property Management System automatically changes restriction to LD for checked in Guests. If you have a cash customer, you may want to change it manually to Local

## Emergency Calls 911

Phones at the front desk will be notified if ANY 911 call is placed on the system. The call proceeds to emergency services without delay. The purpose of the notification is to make the front desk staff aware that a 911 call has been made. When the alarm is read, the system will tell you the Name and Extension number for the phone that dialed

- Phone will ring differently and the display will say: ALARM(S) ACTIVE
- Alarm Key will flash
- Press **Alarm** Key
- Press **Show 911** Key
- Make note of Extension number and Name information at top of display
- Delete the alarm by pressing key labeled – **Delete Alarm**

## Setting up your Mailbox

Call Voicemail from your telephone by pressing your **Message** key or press \*8

The default passcode is: **1 1 1 1**

Listen to the tutorial first time enrollment session which explains how to:

- 1 – Record a Greeting
- 2 – Record your Name
- 3 – Change your temporary passcode (4 to 10 digits)

Your mailbox number is your 4-digit extension number

## Checking your Messages

**If you have messages**, the **red** bar on the top of the phone will be lit

To check your messages:

- Press your **Message** key or press \*8
- Enter your **passcode**

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