VoIP Phone User Guide
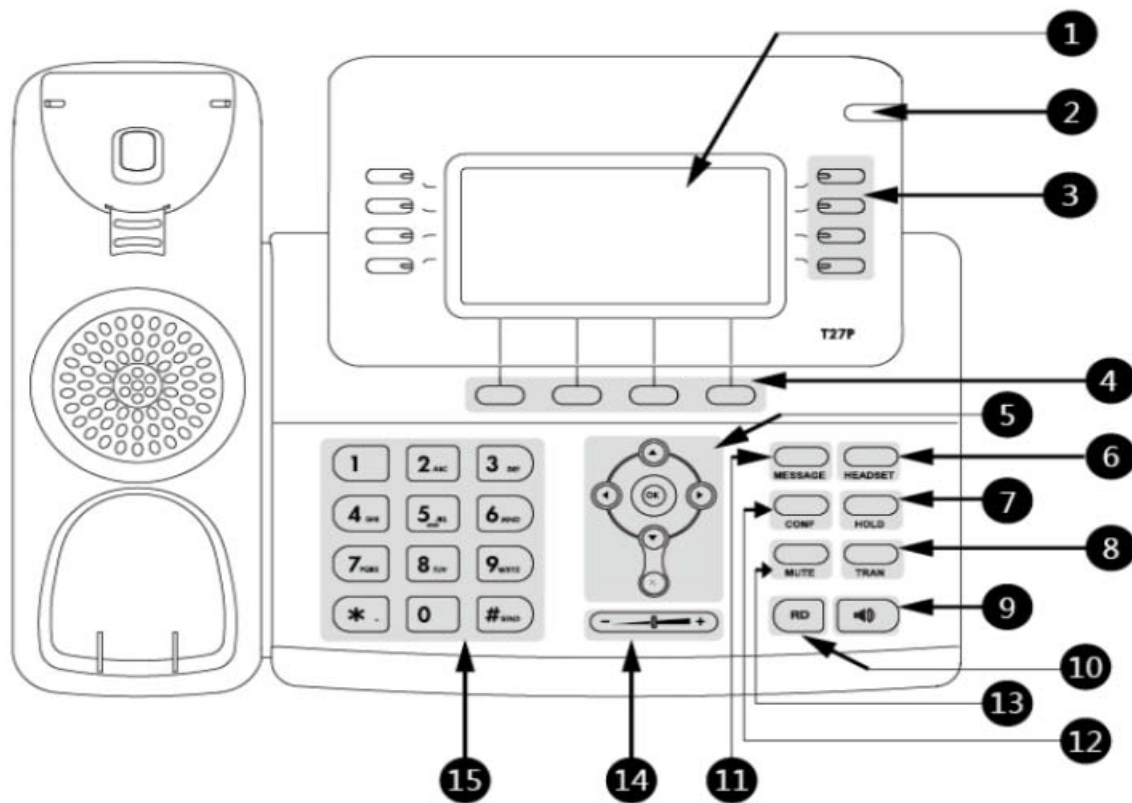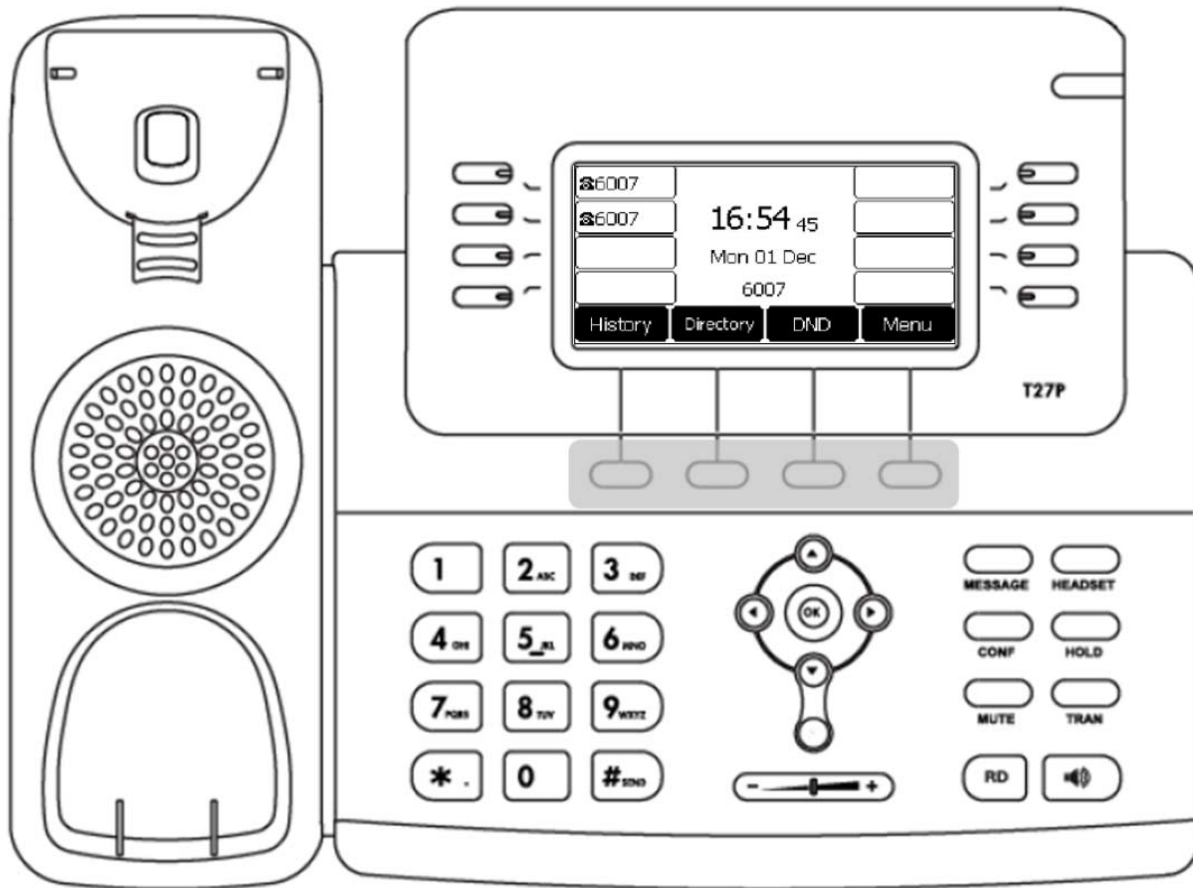
HARD KEYS

Function varies by model:

1. **LCD screen:** shows various details such as messages, time and date, and relevant in-call information.
2. **Power indicator LED:** indicates phone power and statuses.
3. **Programmable Line Keys:** keys used to activate customized functions. *Refer to Programmable Line Keys (page 4).*
4. **Soft Keys:** used for in-call functions. *Refer to Soft Keys entry (page 3).*
5. **Control keys:** scroll keys and call action keys – OK to accept the call and X to reject.
6. **Headset key:** toggles and indicates headset mode (if headset is plugged in).
7. **Hold key:** places a call on hold or resumes a held call.
8. **TRAN key:** transfers active call to another extension or an outside number.
9. **Speakerphone key:** turns on/off speakerphone.
10. **RD key:** redial key; dials last called number or view call history.
11. **Mute key:** turns on/off microphone.
12. **CONF key:** initiates conference call.
13. **Message key:** indicates and accesses voicemail
14. **Volume keys:** adjust volume of speaker, handset, headset and ringer.
15. **Keypad:** provides access to alphanumeric and special characters as needed.
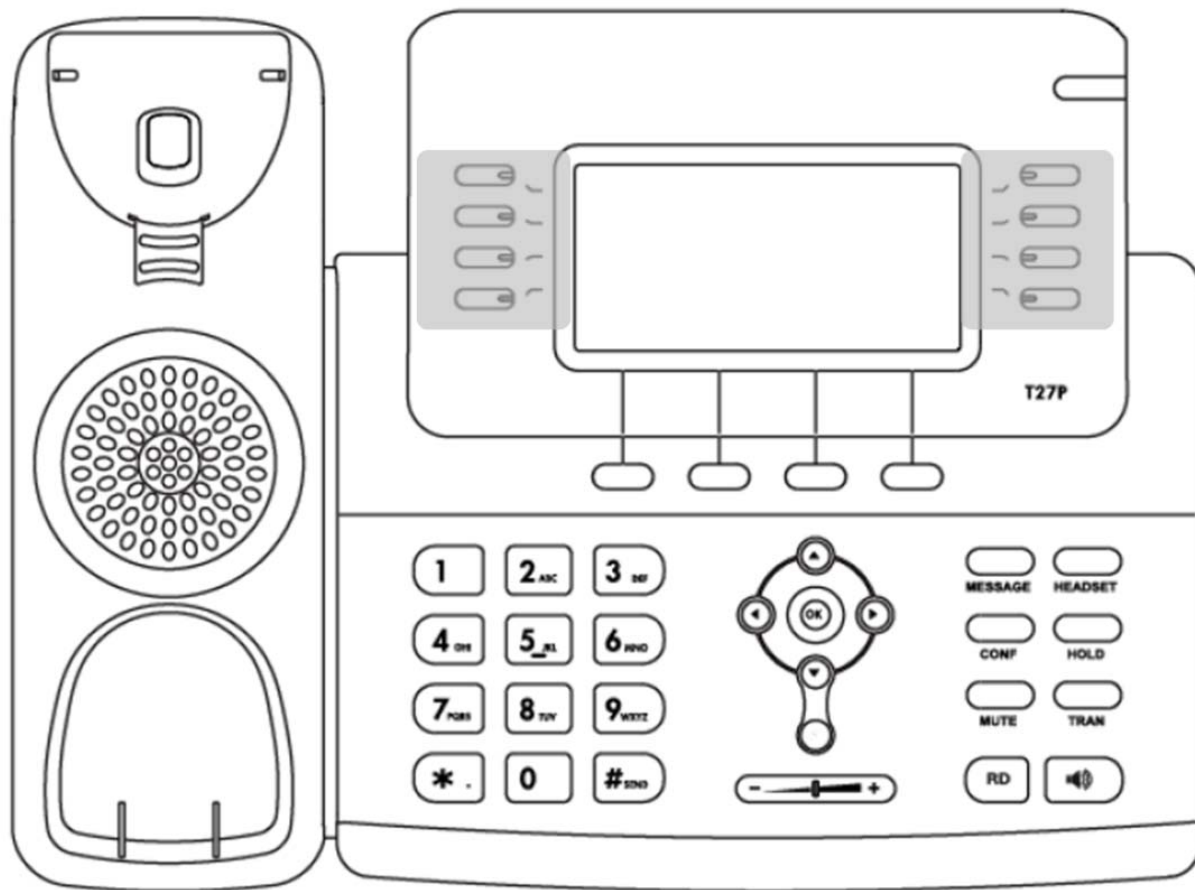
SOFT KEYS

Four (4) buttons that provide context-sensitive features. These are (L-R):
- **On IDLE:** History, Directory, DND, Menu
- **While DIALING:** Send, 123, Delete, Cancel
- **When RINGING:** Answer, FWD, Silence, Reject
- **On a CALL:** Tran, Hold, Conference, End Call
- **INITIATING a Conference call:** Transfer, Swap, Conference, End Call
- **WHILE on a Conference call:** Split, Hold, Manage, End Call
  - Pressing the **Manage** soft key pulls up the following options: Far Mute, Remove, [blank], Back

PROGRAMMABLE LINE KEYS

Buttons that can be programmed as feature keys. Options include:
- **Page ALL:** calls all extensions
- **Park:** park call in dynamic orbit
- **Pick-up (x):** picks up a call from orbit (x)
- **BLF:** directly corresponds to an individual extension number
    - *Red* when the extension is in use
    - Calls that extension
    - Transfers active call to that extension

USING THE PHONE

FEATURES	STEPS
Placing a call	• Pick up handset and dial; OR, • Start dialling. Dial pad is live and will accept input. Enter # or Send after dialling (optional) to cause immediate action of call
Answering a ringing call	Pick up handset, Press Spkr, or Press ANSWER soft key on display Note: To switch from handset to speaker, press SPKR once and hang up handset.
Hold	Pressing Hold places the call on hold only for that extension. It will *not* be accessible on other phones as on a traditional PBX. Calls for other extensions must be transferred or parked.
Blind Transfer	To transfer a call to another extension Press TRAN + extension number + TRAN
Attended Transfer	To transfer a call to another extension preceded by an announcement. • Press TRAN + extension number. Announce call when extension picks up. • Press TRAN to transfer the call or press blinking line button to retrieve call.
Transfer to Voicemail	To transfer call directly into voicemailbox. Press TRAN + <extension number + *, TRAN
Page All	Press PAGE ALL button.
Conference Calling	While on a call, press CONF, dial second call, when called party picks up press CONF again. All three parties are now connected. Use MANAGE, SPLIT, RESUM soft keys to talk separately to parties.
Answer second call	You will hear a momentary beep when a second call rings your extension. • Press ANSWER to pick up a second call. First call will be placed on hold. • Use the SWAP softkey to toggle between calls.
Call Park	Press CALL PARK and wait for system to announce orbit number. Press TRANSFER.

Pick up a parked call	The PICKUP key will be red. Press PICKUP key corresponding to where call was parked (1, 2, or 3). The parked key will turn red on all extensions.
Voice Announce Call	*Voice announce to an extension after a momentary tone.* Dial *90 + Extension number

Thank you for choosing Dove Phones

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