

Advanced Desktop Phones

Quick Start Guide



What's covered

- Overview of phone
- Place and receive calls
- Place calls on hold
- Redial and viewing local call history
- Make a conference call
- Parking a call
- Transferring a call
- Access your voicemail
- Log into the Web Portal
- View Call History (listen to recordings)
- Edit Call Flow
- Program Line Keys



Phone Keys

- Softkeys – History, Directory, DND and Menu
- Line Keys – (Line 1, Line 2, Parking and BLF)
- 🎧 Turns Headset Off/On.
- 🔊 Turns Speakerphone Off/On.
- 🔇 Mutes/Unmutes Speaker.
- 📞 Holds/Resumes a Call
- 🔄 Transfers a Call.
- ✉ Connects to Voicemail.
- ⏪ ⏩ Left/Right Selects Accounts or Call Lists
- ⏴ ⏵ Up/Down Selects Contacts or Entries
- 🔊 Adjusts the Volume
- Ⓞ Confirms Actions. Answers Incoming Calls.
- ⓧ Cancels Actions. Rejects Incoming Calls.



Place a Call

Only one call can be Active at any time.

To Place a call, do *one* of the following:

- Use the handset, headset or speakerphone, **first**. Enter the phone number and **Send/#**
- Enter the phone number and **Send/#**. Use the handset, headset or speakerphone.
- Select a Contact from a call list and **Send/#**
- Note that all outside calls have to be 10 digit (include area code)
- Any 3-4 digit or 10-digit number will auto dial



Place a Call Cont.

To place a new call during an Active call, do one of the following:

- Press a Line key. The Active call is placed on Hold. Enter the phone number and **Send/#**
- Press **Hold** to place the Active call on Hold. Press **NewCall**. Enter a number and **Send/#**



Hold and Resume a Call

- When a call is placed on **Hold**, the caller will hear music on hold and unable to communicate with others on the line. Multiple calls can be on **Hold**.
- During an Active call, select **Hold**. To resume, select the Held call and press **Resume**.



Redial a Call

Redial options include:

- Redial the last dialed number: press **Redial** twice.
- Redial a previously dialed number: press **Redial** once to enter **Placed Calls** list. Use the up/down arrows to select the number and **Redial** or **Send**.



Answer a Call

- Use the handset, headset or speakerphone.
- To answer a new call while on an Active call, press **Answer**. The current call is placed on **Hold**.



Forward a Call

To manually Forward incoming calls:

1. While the phone is ringing, press **FWD**.
2. Enter a phone number and **Send**.

To automatically Forward all calls:

1. Select **Menu > Features > Call Forward**.
Select a Line, if available.
2. Select a **Forwarding Type** (*Always, Busy, No Answer*). If *No Answer* is selected, enter the number of rings or ring time before the call is forwarded.
3. Enter a forwarding number and **Save**.

To disable call forwarding:

1. Select **Menu > Features > Call Forward** and a **Line**, if multiple lines.
2. Select a **Forwarding Type > Enter > Disable > Save**.

Forward a Call with Find Me / Follow Me:

- Set up Find Me / Follow Me in Application Framework or the portal to forward calls, using the linked instructions.



End a Call

- To end an **Active call**, replace the handset, press the headset or speakerphone key or **End Call**.
- To end a **Held call**, navigate to the call and press **Resume > End Call**.



Transfer a Call

Transfer a call as follows:

- Blind (automatic) - Press **Transfer**. Enter a number or select a Contact and **Trans**.
- Attended (introduction) - Press **Transfer**. Enter a number or select a Contact and **Send**. Press **Transfer** after the Contact answers.



Park a Call

If available, **Park** is used to place an Active call on Hold at one extension and pick it up at a different extension using **one** of the following methods:

Softkey method:

1. To **Park** an Active call, press the **Park** soft key.
2. To **Retrieve** a parked call, press the appropriate Line or key.



Do Not Disturb (DND)

When **Do Not Disturb** is enabled, the phone does not ring, and calls follow the next step in the extension's Find Me/Follow Me rule. (If **find-me-follow-** has been configured)

To enable/disable Do Not Disturb, press DND.



Local Call History

The **History** list holds up to 100 entries and includes missed, received and placed calls. Icons indicate Placed, Received, Missed or Forwarded calls. Press the left/right arrow keys to switch among call lists.

1. Press **History** when phone is idle and arrow up/ down to scroll through the list.
2. Select an entry from the list, and select:
 - **Send** to call the entry.
 - **Delete** to remove the entry from the list.
 - **Option > Detail** to view the entry information.
 - **Option > Add to Contacts** to add to Contacts.



Conference Calls

The phone supports up to three parties (including yourself) in a conference call.

To initiate a Conference Call with two Contacts:

1. Enter a phone number or use a Directory or call list to call a Contact.
2. After the call connects, select **Conference**.
3. Call the next Contact and select **Conference** or **Send**.
4. After the call connects, select **Conference** again.

To join an Active call and a Held call, press Conf
To disconnect the call, press End Call
Manage Conference Call options:

- Select **Hold/Resume** to place conference on Hold.
- Select **Split** to end the conference and place the two participants on Hold in two separate calls.
- Press **Mute** to mute the conference call. All other participants can hear each other, but not you.



Conference Calls Cont.

To Manage individual participants:

- Press **Manage** to select the required party, and press:
 1. **FarMute** to mute the party. The muted party can hear everyone, but no one can hear the muted party.
 2. **Remove** to remove the party from the call.
 3. **New Call** to place a new call.
 4. **Back** to return to the previous screen.
 5. **End Call** to disconnect the conference call.



Mute Microphone

To enable/disable the phone's microphone, press **Mute**.



Adjust Volume

Press **Volume** up/down during a call to change Active call volume, or when the phone is idle or ringing to change ringer volume.



Speed Dial

If available, use **Speed Dial** and **BLF** for frequently used or hard to remember numbers by assigning a phone number to a digit key. Contact Slaphey Help Desk to determine which options may be available to set up **Speed Dial**:

- The portal

To place a call using Speed Dial:

- Press the appropriate preset **Speed Dial** key.



Access Web Portal

- Navigate to pbx.slappey.com (recommend using Google Chrome to enable all of the features).
- Type in your extension@domain.com and password setup. If you don't know this info contact Slappey Help Desk
- Here you can also access your voicemail, view call history on the optal, edit call flow, and program line keys.



Voicemail

On the Phone

- To retrieve Voicemails, press **Message**, you will be prompted to enter your pin for your account.
- To retrieve Voicemail from a phone that is not yours, dial 5000, enter your extension number and then your pin.

On the Portal

- Select **Messages** on nav bar. Can view transcriptions here as well.

On via Email

- Will be sent via attachment to email with transcription.



View Call History on Portal

- Select **Call History** on nav bar.
- Able to filter by Date, Caller Number, Dialed Number and Call Type
- Can export to CSV if needed



Edit Call Flow

- Select **Answering Rules** on nav bar.
- Identify the active answering rule, typically default and click the edit (pencil) icon.
- On this form you can select the following
 - Always – Will send all of your calls to this destination extension or 10 digit outside line
 - When busy – Will send call here if on the phone
 - When unanswered – Will send to here if unanswered
 - When offline – Will send to here if all devices are unregistered
 - Simultaneous ring – Can add additional extension or outside numbers (like cell) to ring at the same time as main extension



Program Line Keys

- Select **Phones** on nav bar. Can view transcriptions here as well.
- Identify the phone you want to

