CIX Phone User Guide
Basic Training Documentation for

Getting to know your phone

DKT3020-SD Telephone
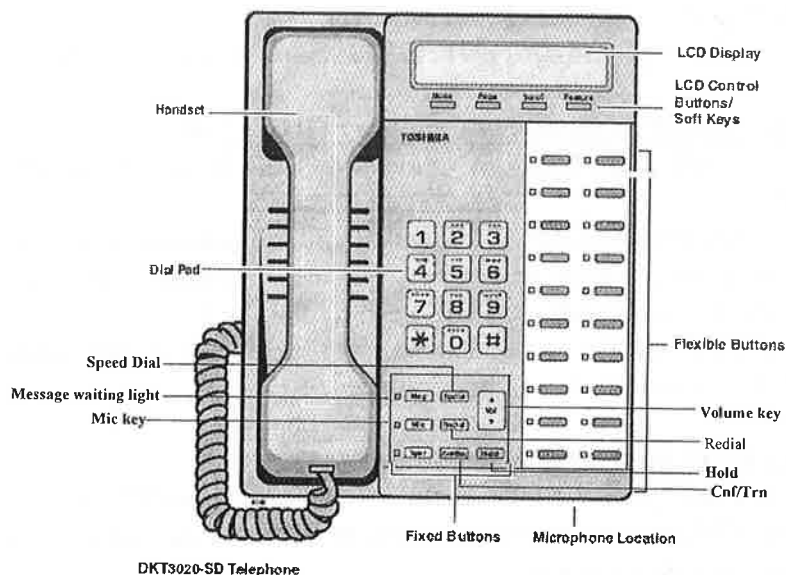
Making A Call

General information:
- ✓ Dial pad is a "Hot" pad. When you press a button, dialing begins immediately. The Speakerphone will turn on (**Spkr** and **Mic** key light red), and the **INTERCOM** keys will light green.
- ✓ You may also lift the handset, press a **EXT** button, or press **Spkr**, and then dial.
- ✓ Outgoing calls default to the **INTERCOM** key
- ✓ Incoming calls may appear on the **INTERCOM** key or on a **CALL** key

To make an Internal call:
- ✓ Dial the three-digit extension number, OR
- ✓ If your phone has DSS keys, press the desired DSS key. (DSS= Direct Station Signal). Do not dial.

To make an Outside call:
- ✓ Press **9,** then the outside number. If dialing outside of your own area code, insert 1+ the area code after dialing 9.
- ✓

Answering a Call
- ✓ Pick up the handset when your phone is ringing, or press **Spkr**.

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Transferring Calls

Transfer live caller to an extension
- ✓ While on a call, press **Cnf/Trn**. The LED flashes green and you hear internal dial tone.
- ✓ Dial the extension where the call will be transferred.
- ✓ You can remain on the line and announce the call (Supervised transfer) or hang up after dialing the extension (Blind transfer).

If a DSS key is available: while on call, press DSS key, announce call or just hang up.

To transfer live call to an external number (DID Line)
- ✓ While on a call, press **Cnf/Trn**. Your Line LED flashes green and you hear internal dial tone.
- ✓ Dial **9**, as the system needs to know that you are going outside of it.
- ✓ Enter the number, as you normally would dial it. Please note if the number is outside of your area code, you will need to dial the 1.
- ✓ You can remain on the line and announce the call (Supervised transfer) or hang up after dialing the extension (Blind transfer).

To transfer a call directly to Voice Mail (VM)
- ✓ While on a call, press **VM Transfer**   *Top Button*
- ✓ Enter the VM mailbox number (usually the same as the extension number) followed by **#**, or press the DSS key.
- ✓ Your phone will return to idle, and the caller will hear the personal greeting of the desired person.

Hold

To place a call on hold
- ✓ While on a call, press **Hold**.
  - ➢ Your LCD shows the line on hold. The held LED flashes green. If the call is on a **EXT** key, it will flash red at other stations.

To Retrieve a held call
- ✓ To return to the held call, press the held (flashing green) key.
- ✓ If the call was held by another station, press the flashing red **EXT** key.

Exclusive Hold (CALL keys only)
- ✓ This feature enables you to place a call on hold so that only you can retrieve it.
- ✓ While on a call, press **Hold** twice. That line's LED flashes green while appearances of the line at other stations are steady red (in use)

Redial

To Redial the last number called
- ✓ Press the **Redial** key to redial the last number dialed from your phone.

Volume Control

To adjust the handset volume
- ✓ Press the volume up or down key to increase or decrease.
- ✓ When you hang up, the volume returns to the default setting.

To adjust the speaker volume
- ✓ Press **Spkr**.
- ✓ Press the **Vol** up to increase volume and **Vol** down to decrease volume. This volume setting applies to all calls until changed.

To adjust Ring Tone
- ✓ Make sure the telephone is idle and the handset is on hook. Press **Vol** up to increase volume and **Vol** down to decrease volume. This adjusts volume for your telephones' ring tones.
- ✓

Speaker Key

Using the Speaker function
- ✓ Pressing the **Spkr** key before dialing allows you to make a hands free call.
- ✓ When you press this key while the handset is in the cradle it activates the **Spkr** key, the **INTERCOM** key, and the **Mic** key.

Switching Between Handset and Speakerphone
- ✓ Press **Spkr** and place the handset on-hook to switch from handset to speakerphone mode. No need to hold the **Spkr** key down.
- ✓ Take the handset off-hook to switch from speakerphone to handset mode. Again, there is no need to press the **Spkr** button.

Microphone Key (Mic)
- ✓ When the **Mic** key is lit red there is a two-way path. You can hear the caller and they can hear you. If you press the **Mic** key and there is no red light, it acts like a mute and the caller can't hear you.

Message Key

Message Waiting Light
- ✓ If the **Msg** key is flashing red you have a new message in your voice mailbox.
- ✓ To listen to your new message press the **Msg** key and it will prompt you for your security code.
- ✓ After hearing your message listen to the prompts to save or delete.
  - ❖ **Detailed Voice Mail training will be handled in a separate section.**

Conference Calls

To create a conference call

✓ While on a call, press **Cnf/Trn**. You hear dial tone and your Line LED flashes green.

✓ Call another station or outside line. (*If dialing an outside number you must press 9 first so that the system knows that you are going outside.*)

  ➢ When the called party answers, press **Cnf/Trn**. If you receive a busy tone or no answer, press **Cnf/Trn** again to return to the original connection.

  ➢ Repeat the above steps to add lines to the conference.

    ❖ **Note:** The person who initiates the conference call is the **Master**. If, after the conference is established and the **Master** exits the conference, the first station to have been added to the conference becomes the **Master**.

Important!

✓ *It is important to note that you can conference up to 8 parties, including your own. No more than 6 outside parties and 2 internal.*

Call Park Orbits

The Call Park feature

✓ This feature enables you to hold a call temporarily in a location other than your telephone. You can retrieve this Parked call from any phone within the office.

To park a call

✓ While on a call, press the **Park** key or the **Park** code (**Cnf/Trn #33**).

✓ Specify the extension number where you want it parked.

✓ Hang up. At this point you can use the page feature if you have it, to let the person know that they have a call parked.

To retrieve a Parked call

✓ Press **Park** (if you do not have a **Park** key press your extension button and **#32**).

✓ Enter the extension number.

✓ If you **Park** a call and it is not retrieved, it will call back to the person who initially parked the call.

Voice First/Tone First

Internal function only: asks like a private page for that individual extension.

✓ Voice first – can be activated by pressing **2** after dialing the extension, which will open up the speaker

✓ Tone first – rings phone first when transferring calls vs. opening up speaker, you can switch back to Tone first by pressing **1** after dialing the extension.

Distinctive Ringing

Changes the sound your phone makes

✓ **To set distinctive ringing**

1. Press **#9876** to enter User Programming Mode
2. Press a **Line** or extension button. The LED is steady green.

3. You can press **Hold** to switch between internal and external pitch. (Internal = station calls within your system; external = outside line calls)
4. Enter the two-digits pitch number. (01, 02, 11, 12, 14, 15, 16, 17, or 18)
5. Press the same button that you pressed in Step 2 (**line** or extension). Two beeps is a confirmation tone and "DATA PROGRAMMED" displays on your LCD.

One Touch Buttons

One touch buttons

✓ Used for storing frequently dialed phone numbers (frequently dialed extensions should be programmed as DSS keys, by the administrator).

✓ Press **#9876** to enter User Programming Mode.

✓ Press the **One Touch** button to be set.

✓ Dial 9 (the system needs to know you are going outside) then dial the number as you normally would. **Please note:** If it is outside of this area code, then you will also need to dial the 1. Example: Once in program mode dial 9, 1, 925, 6021500

✓ Press the **One Touch** button to save the entry.

To Use a One Touch Button

✓ Press the One Touch button.

Speed Dial

Speed Dial enables you to store phone numbers. There are two types of Speed Dial:

- ✓ **Station** – This is phone specific. The speed dial numbers are **100-119**. You have exclusive use of them.
- ✓
- ✓ **System** – All telephones in your system can share a list of up to 800 System Speed Dial numbers. Those numbers are **200-999**

✓ **To store a Station Speed Dial Number**
1. Dial **#66**. This display shows "**SPEED DIAL**" and you hear Entry Tone.
2. Dial the Station Speed Dial number **(100 – 119)**. The LCD shows your digits and you hear Entry Tone.
3. Dial **9**, as the system needs to know that you are going outside of it.
4. Enter the number, as you normally would dial it. Please note if the number is outside of your area code, you will need to dial the 1.
5. Once the number is dialed, press the **#**. You will hear Success Tone.
6. If entering more speed dials, repeat steps 2-5, or hang up.
7. If you need to overwrite a speed dial, simply reenter the number.

✓ **To store a System Speed Dial Number (Admin Only)**
1. Follow the same steps as above, but use Speed Dial numbers **(200-999)**
2. System Speed Dial Numbers, can usually only be programmed from the main receptionist phone (ext. 200)

✓ **To access the stored Speed Dial Numbers**
1. Press the **Spdial** key
2. Dial the Speed Dial number (100-119, for personal or 200-999 for system)

Access Voice Mail Internally

- ✓ From an internal phone press the **Access to Voicemail** key or dial **750**
- ✓ At the voice prompt to enter your security code, enter your security code.
- ✓ **(ATS defaults everyone's security code to EXT+997#)**, eg. 200997#

Access voicemail Remotely

From an outside phone, dial **283-0202**

- ✓ The company greeting will automatically answer.

1. When you hear the company greeting press the * key
2. The system will then prompt you to **enter your user ID**. _This is your extension._
3. Then the system will prompt you to **enter** in your **security code**, followed by the **#** key.

Message Controls

1. While playing a message, press:

   4 - Pause/Resume

   * - Back up

   # - Go Forward

NOTE: Once you are in your mailbox there is **3 Main Menu Options:**
1 - Play messages, **2** - Send messages, **3** - Manage Mailbox.

Option 1 - To Play Messages:

- ✓ Press **1** to **Listen** to new messages
- ✓ Press **2** to **Save** the current message
- ✓ Press **3** to **Delete** the current message
- ✓ Press **5** to **Forward** the current message
- ✓ Press **6** to **Reply** to the current message.
- ✓ Press **7** for **Special Functions**.

Option 7 - Special Functions:

- ✓ Press **4** Message Date and Time
- ✓ Press **5** Future Delivery Review (Play, Save, Delete)
- ✓ Press **6** Continuous Delete
- ✓ Press **7** New/saved messages queue (toggle)

To Listen to <u>Saved</u> Messages:

- ✓ Press the **Access to Voicemail** key. At the voice prompt, enter your security code.
- ✓ Press **1** to listen to messages, then
- ✓ Press **7** for the **Special Functions** menu, then
- ✓ Press **7** again, to switch to the **Saved Message** folder

Option 2 - To Send a Message

- ✓ From main menu, press **2** Send Messages
- ✓ **Enter extension(s)** to **send the message** followed by the **#** key.
- ✓ **Record your message** followed by the **#** key.

- ✓ Press **#** again to **send message** or
  - ▪ Press **1** to Review
  - ▪ Press **2** to Re-record
  - ▪ Press **3** to Append to
  - ▪ Press **4** to Select additional destinations
  - ▪ Press **7** for Special Delivery Functions

Option 7 - Special Functions:
- ✓ Press **1** Set **Urgent** status
- ✓ Press **2** Set **Private** status
- ✓ Press **3** Set **Return Receipt** Request
- ✓ Press **8** for **Future Delivery** – System walks you through setting up the date.

Option 3 - Manage Mailbox
- ✓ Option **1 Change greeting**
- ✓ Option **2** Change **User options**
- ✓ Option **3 Manage Lists**

Option 1 -Change greeting
- ✓ **1** to change the greeting
- ✓ **Select greeting** number 1 – 7
- ✓ **Once greeting** number is selected,
- ✓ Press **1** to review
- ✓ Press **2** to re-record
  - ▪ After completing the recording press **#**.
- ✓ Press **3** to add to greeting
- ✓ Press **9** to save greeting (very important if 9 is not press greeting will not be saved.)

Option 2 – Change User options
- ✓ Press **1** to change **Do Not disturb** (on/off)
- ✓ Press **2** to change **Call Screening** (on/off)
- ✓ Press **3** to **Change security code**
- ✓ Press **4** to Select Busy Greeting
- ✓ Press **5** to Record Busy Greeting
- ✓ Press **6** to **Record Name**
- ✓ Press **7** for Message Notification

Press ***** to find out **User Options settings**

Option 3 - Manage Lists
1. Press list number 1- 7
2. Record voice title for list
3. Enter in extensions for this list
4. Press 9 to save

<u>**To Access Lists**</u>
- ✓ Press the **Access to Voicemail** key
- ✓ Press **2** (to send a message)
- ✓ Enter **01** to access **distribution lists**
- ✓ **Select list number** that you want
- ✓ **Record message** followed by the **#** key
- ✓ **Select special delivery options** if any then press **#** to send the message.
- ✓ Message will be **copied and sent** to all in the **selected distribution list.**