Pendleton SD

Asterisk Phone Guide T43U

If you have any questions, please email in a Helpdesk ticket:
helpdesk.phone@imesd.k12.or.us

Basic Call Features

Placing a Call
Using the handset:

1. Pick up the handset.

2. Enter the number, and then press the **Send** soft key.

Using the speakerphone:

1. With the handset on-hook,

   press [speaker icon] .

2. Enter the number, and then press the **Send** soft key.

Using the headset:

1. With the headset connected, press [headset icon] to activate the headset mode.

2. Enter the number, and then press the **Send** soft key.

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the **Headset** key, the **Speakerphone** key or by picking up the handset. Headset mode requires a connected headset.

Answering a Call
Using the handset:
Pick up the handset.

Using the speakerphone:

Press [speaker icon] .

Using the headset:

Press [headset icon] .
Note: You can reject an incoming call by pressing the **Reject** soft key.

Ending a Call
Using the handset:
Hang up the handset or press the **End Call** soft key.

Using the speakerphone:

Press [speaker icon] or the **End Call** soft key.

Using the headset:
Press the **End Call** soft key.

Redial

- Press [redial icon] to enter the placed call list, press [up arrow] or [down arrow] to select the desired entry,

  and then press [redial icon] or the **Send** soft key.

- Press [redial icon] twice when the phone is idle to dial out the last dialed number.

Call Mute and Un-mute

- Press [mute icon] to mute the microphone during a call.

- Press [mute icon] again to un-mute the call.

Call Hold and Resume
To place a call on hold:
Press the **Hold** soft key during an active call.

To resume the call, do one of the following:

- If there is only one call on hold, press the **Resume** soft key.

- If there is more than one call on hold, press [up arrow] or [down arrow] to select the desired call, and
  then press the **Resume** soft key.

Call Transfer
You can transfer a call in the following ways:

Blind Transfer

1. Press the **Transfer** soft key during an active call. The call is placed on hold.

2. Enter the number you want to transfer to.

3. Press the **B Transfer** soft key.

Semi-Attended Transfer

1. Press the **Transfer** soft key during an active call. The call is placed on hold.

2. Enter the number you want to transfer to, and then press the **Send** soft key.

3. Press the **Transfer** soft key when you hear the ring-back tone.

Attended Transfer

1. Press the **Transfer** soft key during an active call. The call is placed on hold.

2. Enter the number you want to transfer to, and then press the **Send** soft key.

3. Press the **Transfer** soft key when the second party answers.

Call Forward
To enable call forward:

1. Press the **Menu** soft key when the phone is idle, and then select **Features**->**Call Forward**.

2. Select the desired forward type:
    Always Forward----Incoming calls are forwarded unconditionally.
    Busy Forward----Incoming calls are forwarded when the phone is busy.
    No Answer Forward----Incoming calls are forwarded if not answered after a period of time.

3. Enter the number you want to forward to. For **No Answer Forward**, press ◀ or ▶ to select the desired ring time to wait before forwarding from the **After Ring Time** field.

4. Press the **Save** soft key to accept the change.

Call Conference

1. Press the **Conference** soft key during an active call. The call is placed on hold.

2. Enter the number of the second party, and then press the **Send** soft key.

3. Press the **Conference** soft key again when the second party answers. All parties are now joined in the conference.

4. Press the **End Call** soft key to disconnect all parties.
    Note: You can split the conference call into two individual calls by pressing the **Split** soft key.

Speed Dial
To configure a speed dial key:

1. Press the **Menu** soft key when the phone is idle, and then select **Features**->**Dsskey**.

2. Select the desired DSS key, and then press the **Enter** soft key.

3. Select **SpeedDial** from the **Type** field, select the desired line from the **Account ID** field, enter a label in the **Label** field and then enter the number in the **Value** field.

4. Press the **Save** soft key to accept the change.

To use the speed dial key:
Press the speed dial key to dial out the preset number.

Voice Message
Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

To listen to voice messages:

1. Press or the **Connect** soft key.

2. Follow the voice prompts to listen to your voice messages.

Customizing Your Phone

Call History

Press the **History** soft key when the phone is idle, press or to scroll through the list.

1. Select an entry from the list, you can do the following:

   o Press the **Send** soft key to call the entry.

   o Press the **Delete** soft key to delete the entry from the list.

If you press the **Option** soft key, you can also do the following:

- Select **Detail** to view detailed information about the entry.

- Select **Add to Contacts** to add the entry to the local directory.

- Select **Add to Blacklist** to add the entry to the blacklist.

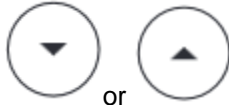- Select **Delete All** to delete all entries from the list.

Contact Directory
To add a contact:

1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**.

2. Press the **Add** soft key to add a contact.

3. Enter a unique contact name in the **Name** field and contact numbers in the corresponding fields.

4. Press the **Add** soft key to accept the change.
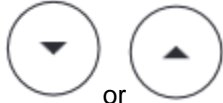
To edit a contact:

1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**.

2. Press ⌄ or ⌃ to select the desired contact, press the **Option** soft key and then select **Detail** from the prompt list.

3. Edit the contact information.

4. Press the **Save** soft key to accept the change.

To delete a contact:

1. Press the **Directory** soft key when the phone is idle, and then select **All Contacts**.

2. Press ⌄ or ⌃ to select the desired contact, press the **Option** soft key and then select **Delete** from the prompt list.

3. Press the **OK** soft key when the LCD screen prompts "Delete selected item?".
    Note: You can add contacts from call history easily. For more information, refer to **Call History** above.

Volume Adjustment

*   Press ⊟——⊞ during a call to adjust the receiver volume of the handset/speakerphone/headset.

*   Press ⊟——⊞ when the phone is idle or ringing to adjust the ringer volume.

*   Press ⊟——⊞ to adjust the media volume in the corresponding screen.

Ring Tones

1. Press the **Menu** soft key when the phone is idle, and then select **Settings->Basic Settings->Sound-> Ring Tones.**

2. Press ⌃ or ⌄ to select **Common** or the desired account and then press the Enter soft key.

3. Press ⌃ or ⌄ to select the desired ring tone.

4. Press the **Save** soft key to accept the change.