



PHONE USER INSTRUCTIONS



Please note: If you physically move your phone to a different location, please notify Callis Communication by dialing 511 or (888)884-VOIP so the emergency services record for your phone will be updated. **This is important to ensure accurate 911 call verification.**

Basic Calling (DID)

Initiating a new call

- 1.Pick up handset or press speaker button
- 2.Dial number (9 is required for all outside lines)

Receiving a call

- 1.Pick up handset or press speaker button

Receiving a second call

1. Press Answer (Places current call on hold)

Switching between 2 calls

- 1.Use the Up and Down arrow to move between calls
- 2.Press Resume (Places the current call on hold)

Notes :

- 1.Internal calls play a single repeated ring tone
- 2.External calls plays a double repeated ring tone
- 3.Hunt Group calls play a triple repeated system ring tone. (Chrimp1)

Parking

Parking a call

- 1.Press More
- 2.Press More
- 3.Press McPark
- 4.Record park number (5###)
- 5.Press EndCall

Retrieving a parked call

- 1.Dial the park number (5###)

Notes

- 1.Calls not retrieved within 60 seconds ring back to the parking phone.

Intercom

Calling another station

- 1.Press More
- 2.Press Intercom
- 3.Enter extension

Transferring

Transferring to another number

- 1.Press More
- 2.Press Transfer
- 3.Dial number (9 is required for all outside calls)
- 4.Inform caller that you are transferring a call (optional)
- 5.Press EndCall

Transferring a call to Voicemail

- 1.Press More
- 2.Transfer
- 3.Press 577 (pause)
- 4.Press their four digit extension
- 5.Press EndCall

Receiving a second call

1. Press Answer (Places current call on hold)

Canceling a transfer

- 1.Press the up arrow
- 2.Press Resume

Forwarding

Forwarding all calls to another number

- 1.Press Forward
- 2.Dial number (9 is required for all outside calls)
- 3.Press EndCall (Fwd will be displayed in the status area)

Canceling call forwarding

- 1.Press Forward
- 2.Press EndCall (Fwd will no longer be displayed in the status area)

Call Pickup

Answering a call on another phone

- 1.Press More
- 2.Press DCPick
- 3.Enter the extension of the phone to be answered

Do Not Disturb

Settings Do Not Disturb

- 1.Press DND to activate (DND is displayed in the status area)
- 2.Press DND to deactivate (DND is NOT displayed in the status area)

Notes:

1. Incoming calls will be answered by the phones DND greeting when active.

Voicemail

Retrieving from your phone

1. Press Messages
2. Enter Password

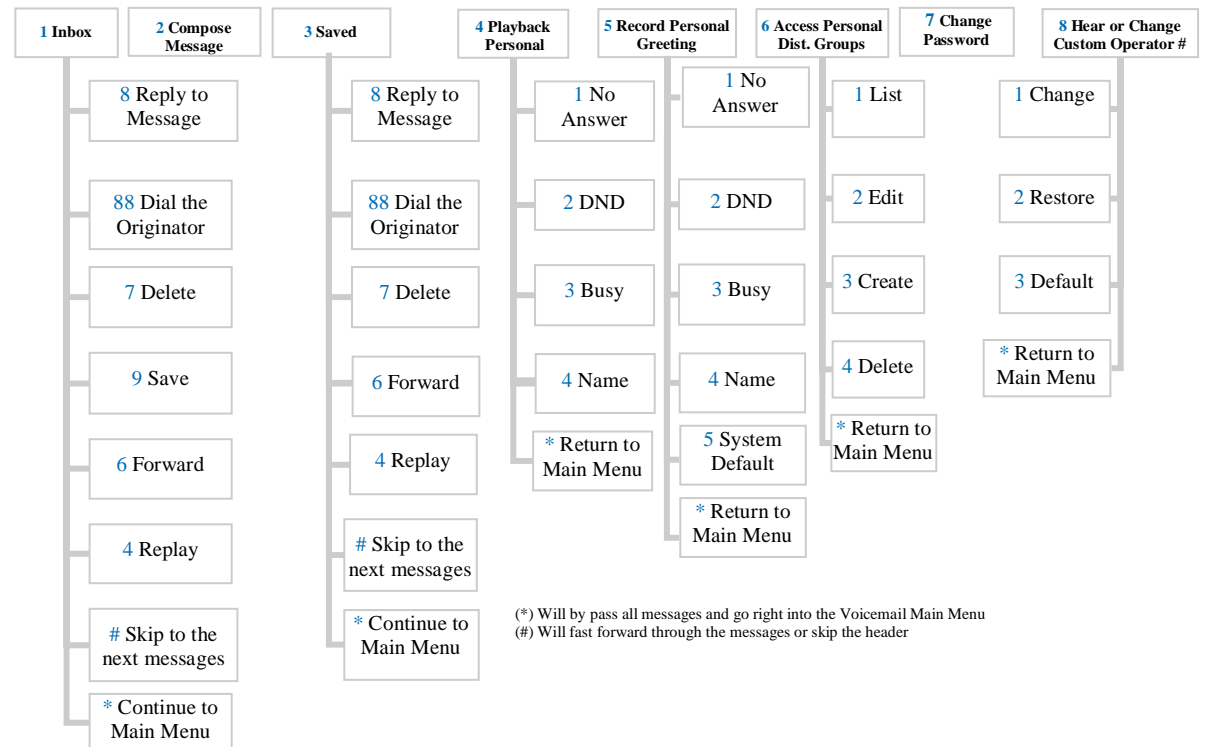
Retrieving from another phone in the office

1. Dial 555
2. Type in your extension
3. Enter your password
4. Press #

Retrieving by calling your extension

1. Dial your direct number (DID)
2. Press * when your voicemail greeting starts
3. Enter your password
4. Press #

Voicemail Operational Tree



(*) Will by pass all messages and go right into the Voicemail Main Menu
(#) Will fast forward through the messages or skip the header

Training Hotline:
511 or 1 (888) 884-VOIP
(251)662-8300
support@mycallis.com