

# Classic quick reference card

## N3 Hosted Voice Services (HVS) Handsets

### Note

Because of differences in phone models and features, not all procedures and soft keys described here apply to all phones.

### Using the quick reference

- Complete numbered items in sequence.
- When there are bulleted items, choose only one.
- Terms in bold font identify soft keys you press.

### Place a call

- Lift the handset and dial the number.
- Dial the number and then lift the handset.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press the **New Call** soft key, dial the number and then lift the handset.
- Press a speed dial button and then lift the handset.
- If you have selected a number from a directory, press the **Dial** soft key and then lift the handset.

### Answer a call

- Lift handset.
- If you are using a headset, press **Headset**.
- To use the speakerphone, press **Speaker** or **Answer**.

### End a call

- Hang up.
- If you are using a headset, press **Headset** or **EndCall**.
- To end a speakerphone call, press **Speaker** or **EndCall**.

### Redial a number

- Lift handset, press **Redial**.
- To use the speakerphone, press **Redial**.

### Hold a call

#### *Hold*

- Press **Hold**.

#### *Retrieve*

- Press **Resume**.
- To retrieve multiple calls, use the **Navigation** button to select the call, then press **Resume**.
- To retrieve call on multiple lines, press the line button of the line you want to pick up.

### Transfer a call

#### *Blind transfer*

1. Press **Transfer**.
2. Dial 'transfer to' number.
3. Press **Transfer** and then hang up.

#### *Consultative transfer*

1. Press **Transfer**.
2. Dial 'transfer to' number.
3. Wait for answer and announce caller.
4. Press **Transfer** to leave call.

#### *Cancel*

Press **EndCall**.

### Place a conference call

1. During a call, press the **More** soft key and then the **Confrn** soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press the **Confrn** soft key again to add the new party to the existing call with the first party.

### End a conference call

- Hang up the handset.
- Press the **EndCall** soft key.

### Call forwarding

\* Remember to insert PSTN access digit (9) for off-net calls.

#### *All*

1. Press **CFwdAll**.
2. Dial 'forward to' number.

#### *Cancel*

- Press **CFwdAll**.

### Call history

#### *View call history*

1. Press **Directories**.
- Press 1 for missed calls.
- Press 2 for received calls.
- Press 3 for placed calls.

#### *Call from call history*

1. Press **Directories**.
2. Navigate to number.
3. Press **Dial**.

#### *Clear call history*

- Press **Clear**. Clears selected history.

## Voice mail

*Set up or listen to messages*

- Press **Messages** and follow the instructions.

*Check for new message*

- Look for a steady red light on your handset.

*To access your voice mail from a different handset*

- Dial #1571 and follow the instructions.

## Extension mobility

*To log in to the service*

1. Press **Services**.
2. Choose **Extension Mobility**.
3. Enter your User ID and PIN.
4. If prompted select a device profile.

*To log out of the service*

1. Press **Services**.
2. Choose **Extension Mobility**.
3. When prompted to log out, press **Yes**.

## PSTN access

- Prefix **9** to the number to be dialled.

## On-Net access

- Prefix **8** is used followed by the Site Location Code (SLC) and then the extension number.

## List of soft keys

Soft Key	Description
<< or >>	Navigates to edit characters. Use the backspace soft key to erase digits that were entered incorrectly.
Accept	Accepts the current edits. For instance, adding an entry to your personal directory.
Alpha	Toggles character input mode from numeric to alphanumeric.
Answer	Answers the incoming call.
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
CFwdAll	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
Delete	Deletes the selected item.
Dial	Dials the displayed number.
Directories	Provides access to phone directories.
Down	Decreases the LCD screen contrast.
EndCall	Ends the current call.

Soft Key	Description
Exit	Exits from the current selection or screen.
GPickUp	Selectively picks up calls to a phone number that is a member of a pickup group.
Hold	Places an active call on hold. Resumes a held call.
Login	Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.
Message	Dials the local voice mail system.
More	Scrolls through additional soft key options (e.g. use the 'More' soft key to locate the 'Number' soft key).
Mute	Toggles muting on and off.
NewCall	Opens a new line on the speakerphone to place a call.
Number	Toggles character input mode from the alphanumeric to numeric.
Ok	Confirms the selection.

Soft Key	Description
Park	Forwards calls to a location from which the call can be retrieved by anyone in the system.
PickUp	Selectively picks up calls to another extension.
Play	Plays the ring sound sample.
Redial	Redials the last number dialled.
Resume	Returns to an active call.
Save	Saves the last change.
Select	Selects the highlighted option.
Settings	Provides access to phone settings such as display contrast, ring volume and ring type.
Transfer	Transfers selected calls to an alternate number.
Up	Increases the LCD screen contrast.