

Centrex Phone Instructions (7940 & 7960 Series)

Making a Call

To Make a Call:

- Using the Handset - Lift the handset and dial the desired number.
- Using the Speakerphone - Press the Speaker button and dial.
- Using On-Hook Dialing - Dial the desired number and lift the handset -or- to use speakerphone mode:
 - Press the Dial button -or-
 - Press the Speaker button -or-
 - Press the line button.

Dialing

To Dial:

- An internal extension - Dial the extension.
- A local call - 9 + the number.
- Long distance - 9 + 1 + the number.
- International - 9 + 011 + Country Code + City Code + Number

To Redial:

- Press the Redial softkey.

Receiving a Call

To Answer an Incoming Call:

- Lift the handset -or- answer in speakerphone mode by:
 - Pressing the line button -or-
 - Pressing the Speaker button -or-
 - Pressing the Answer softkey.
- Press Headset button to use the headset.

To Answer a 2nd Call While on a Call:

- Press the Answer softkey. The original caller will be placed on hold while you are connected to the 2nd caller.

To Return to the Original Caller:

- Press the Scroll Up/Down buttons to select the original call.
- Press the Resume softkey.

Disconnecting a Call

To Disconnect a Call:

- Replace the handset on the cradle -or-
- Press the EndCall softkey -or-
- Press the Speaker button (if using the speakerphone) -or-
- Press Headset button (if using a headset)

Re-dial

To re-dial the call you placed:

- Press the Redial softkey.

Online

- If web portal is active, please change your password.
CTC is not responsible for compromised accounts.



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Transferring a Caller Directly to Voice Mail

- Press the More softkey.
- Press the Transfer softkey.
- Dial 577.
- When prompted dial the 4-digit extension.
- Press the digits (00-99) you wish to use as the Abbreviated Dial code or enter · to exit.
- Immediately hang up so the caller has the opportunity to hear the voice mail box greeting.


Intercom to One Extension

- Press the More softkey.
- Press the Intcom softkey.
- Dial the extension.
- Speak after you hear the tone.


Intercom to All Speaker Phones

- Dial 1010.
- Speak after you hear the tone.

Accessing Call Logs

- Press  button.
- Highlight the call log you want to review by pressing the arrow key up or down.
 - Missed Calls
 - Received Calls
 - Placed Calls
- Each log will give you the caller id information available, date and time of that call.
- To dial highlight a listing and press the Dial softkey.
 - Press EditDial softkey if the number needs to be changed prior to pressing the Dial softkey.
 - Use the « or » softkey to adjust the number.
 - « will delete entered characters
 - » moves through entered characters
 - Press the Dial softkey to place the call after editing.

Accessing User Setting Options

- Press  button.
- Press the Select soft key to enter the highlighted User Preferences.
 - Note all other selections are locked and will not allow access or the ability to change settings as this is how your phone is identified on the network
- Highlight the Rings or Contrast option as these are the only two options users have the ability to adjust.
 - Rings will give you groups of ring tones to choose from.
- Note only the ring tone on extensions and DID numbers can be changed. The main phone number ringing on multiple tones will always remain as the default ring.
- Contrast allows you to change the print lightness or darkness on your screen.

Transfer

Transfer enables you to transfer an active call to another extension or telephone number.

To transfer an active call:

- Press the More softkey.
- Press the Transfer softkey.
- Dial the extension or telephone number to which you want to transfer the call
- If the called party answers, you may talk privately with them. To finish the transfer, hang up -or- press the Resume softkey to cancel the transfer and return to the holding party.
- If the called party doesn't answer, hang up to transfer the call to that party's voice mailbox or press the Resume softkey to cancel the transfer and return to the holding party.

Note: Press the EndCall softkey to disconnect both the calling party and called party.

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Conferencing

Conferencing lets you join multiple parties together on a single call.

To add a party to an existing call:

- Press the More softkey.
- Press the Confm softkey to place the existing call on Hold and provide dial tone.
- Dial the extension or number that you would like to add. Be sure to include the Outside Access Digit for external calls.
- After the party answers, press the Confm softkey to join the parties together. If you reach the voicemail or the party doesn't want to join the conference, press the EndCall softkey followed by the Resume softkey to return to the original call without adding the new party.
- Repeat these steps to add new parties.

Note: If you initiate a conference call and then hang up, the other parties will be able to continue the call after you disconnect.

Call Forward (All Calls)

Call Forward (All Calls) lets you forward incoming calls to another number.

To enable/modify Call Forwarding using the menu:

- Press the Forward softkey.
- Enter the telephone number for the forwarding destination. When entering an external Forwarding Number, be sure to include the Outside Access Digit.
- Press the Forward softkey.

To disable Call Forwarding using the menu:

- Press the Forward softkey.
- Press the EndCall softkey.

Do Not Disturb

Do Not Disturb makes your phone unavailable for incoming calls. Incoming calls will be routed to your voicemail or another extension, depending on your configuration.

To enable Do Not Disturb:

- Press the DND softkey.
- The display will show "Do not disturb is active".

To disable Do Not Disturb:

- Press the DND softkey. The "Do not disturb is active" message will disappear.

Note: You can record a special voicemail greeting that callers will hear when you have DND active and they are routed to voicemail.

Mute

Mute disables the microphone of the handset, speakerphone or headset so you can have a private conversation.

To enable Mute:

- Press the Mute button. The Mute button will glow red and the display will briefly note "Microphone Mute On" to show that Mute is active.

To disable Mute:

- Press the Mute button again. The Mute button will go dark and the display will briefly indicate "Microphone Mute Off" to indicate that Mute is cancelled.

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Hold

Hold lets you place a call on hold for retrieval from the same phone.

To place the current call on hold:

- Press the Hold softkey.

To retrieve the held call:

- Press the Resume softkey.

Note: When a call is placed on hold, your phone will ring once every minute to remind you that you have a held call.

Call Park

Call Park allows you to park a call and then pick up the call from any phone.

To Park a Call

- Tell the caller that you will be placing them on hold.
- Press the More soft key until the Park soft key is visible. (MCPark)
- Press the Park soft key.
- The system parks the call at a Call Park extension. The system announces the Call Park Extension and displays it on the telephone display.

To Retrieve a Parked Call

- Lift the handset and dial the Call Park Extension of the call you wish to retrieve.

Note: If the party does NOT pick up their parked call the call will automatically ring back to the original phone that parked the call to begin with.

Adjusting the Phone

To Adjust Display Contrast:

- Press the Settings button.
- Press 1 to select Contrast.
- Adjust the contrast using the Up/Down softkeys.
- Press the OK softkey.
- Press the Exit softkey.

To Adjust Ring Volume:

With the handset in the cradle and speakerphone off, use the Volume Up/Down buttons.

To Adjust Handset Volume:

Remove the handset from the cradle and use the Volume Up/Down buttons. Replace the handset.

To Adjust Speakerphone Volume:

Press the Speaker button and use the Volume Up/Down buttons. Press Speaker button again.

To Adjust Ring Type:

- Press the Settings button.
- Press 2 to select Ring Type.
- Highlight the desired ring with the Scroll Up/Down buttons.
- Press the Select softkey to select the ring.
- Press the OK softkey to exit the menu.