

SoLink-Lite IP-PBX

User Guide (Version 1.0)

Call Another Extension:

Dial the extension number. For example, to call extension 102, dial 102[call].

Call Outside:

Dial 9 followed by the phone number. For example, to call 23456789, dial 923456789[call].

Transfer a Call (Blind Transfer):

With call in progress, press ## followed by the extension to transfer. For example, to transfer a call to extension 115, dial ##115 and hang up.

Transfer a Call (Attended Transfer):

With call in progress, press #2 followed by the extension to initiate the transfer. Talk to the destination party, hang up the phone to transfer the caller to the destination. For example, to transfer a call to extension 115, dial #2115 to talk to the destination party, and hang up to transfer the caller to extension 115.

Call Park:

You can park a call for retrieval from any other phones. With call in progress, press #7. Listen to the announcement on which parking place (871-899) was used. To retrieve the call from another phone, dial the parked extension.

Call Group Pickup:

To answer a phone in your pickup group, dial *8[call].

Voice Mail Access:

To retrieve voice mail messages from your phone, dial 851[call], then enter the mailbox password and follow the voice mail menu.

Establish / Join a Meetme Conference:

Dial the desired conference room (801-809) and enter the PIN if necessary to establish or join an existing conference. Conference participants may press the * key to invoke the user menu.

Call Disconnect:

To disconnect a call in progress, press the *0 key to disconnect the other party.

Call Agent Login:

To login to all call queues where the agent belongs, dial 700[call], enter the agent number and password. The agent will then be placed on hold (with music). The agent will hear a beep when a new call arrives. To logout, simply hang up the phone.

Call Agent Login / Logout (callback login):

To login to all call queues where the agent belongs, dial 701[call], enter the agent number, password, and the phone extension. The agent will be hung up upon login confirmation. The system will then ring the agent when call arrives. To logout, dial 701[call], enter the agent number, password, and enter # when prompt for the phone extension.