



## Call Park

1. To Park a call, press the Park button when connected to the call.
2. To retrieve the call, press the flashin Park button again.

## CommPortal

CommPortal gives you a powerful and easy to use **Web** interface to your phone settings.

### Logging In

1. Go to <http://myphone.drnel.net>
2. Enter your phone number
3. Enter your password

### Dashboard Page

The dashboard displays new voice messages, recent received and missed calls, contacts, and settings you have applied to your phone.

### Messages & Calls

- The **Messages** tab displays new and saved voice messages. Play, delete, or mark as heard/unheard.
- **Missed Calls, Dialed Calls, and Received Calls** show you all your recent called activity.

### Call Manager

- The Summary tab of **Call Manager** provides a description of what will happen to your incoming calls.
- The other tabs allow you to change the settings of your call coverage, including Call Forwarding, Do Not Disturb and Find Me/Follow Me.

### Change Password

1. Go to **Settings** page
2. Enter your new password in the **Password** box
3. Re-enter your new password in the **Confirm Password** box
4. Click on **Change Password**

### Configure Your Phone Keys

1. Select the **Settings** page in CommPortal
2. Select the **Set Keys** Hyperlink

- \* For inter-business group select enhanced monitored extension
- \* For outside of business group select enhanced speed dial

## Getting started

**Programmable keys** - all 8 keys are programmable.

Default functions:

	1		5	1 - 4: None - program as required
	2		6	5: SAVE - Allows you to save numbers
	3		7	6: DELETE - Allows you to delete entries
	4		8	7: DIRECTORY - Displays up to 200 names
				8: SERVICES - Enhanced features

SAVE and DELETE keys must be unlocked by the System Administrator before they can be changed.

**Redial:**  
Access dialed numbers list. Press twice to redial last number

**Hold:**  
Places a call on hold. To retrieve held call, press the line key with the flashing light

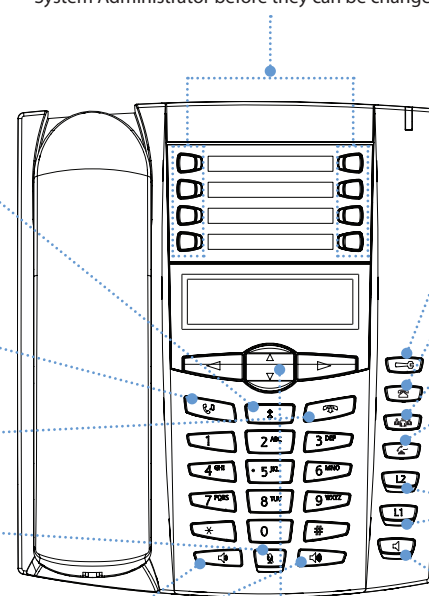
**Goodbye:**  
Ends call or exits a menu

**Mute:**  
Mutes the handset, headset, or speakerphone

**Volume:**  
Adjusts volume for handset, headset, speakerphone and ringer

**Navigation keys:**  
▼▲ to scroll through menu or messages on the screen.  
◀▶ to view different line/call appearances.  
In Options List, keys allow you to exit or enter the current option.

If editing entries:  
◀ erases the character;  
▶ sets the option.



**Options:**  
Services and settings

**Callers:** Access to last 200 calls received

**Conference:**  
Begins conference

**Transfer:**  
Transfers active call


**Line/Call Appearance:**  
Connect you to a line or call. Additional lines can be located on top programmable keys.

**Speakerphone:**  
for hands free or headset operation (see audio mode setting)

## Call Forwarding




Your phone supports different types of Call Forwarding: All, Busy, and No Answer. Your system can also support additional configuration options. Please check with your system administrator or the phone User Guide for additional details.

## Ignoring a call

Press  key during ringing without picking up the handset to send the incoming call directly to voicemail\*.

## Other features


### Callers List

1. Press  key. Press ▼ and ▲ to move through list.
2. To dial the displayed number just lift the Handset or press  or any **Line** key.
3. Press  key to cancel.

## Speed Dialing

### To create a speed dial


Press and hold a programmable key or keypad key, then enter contact's Name and number.

Or press  key and go to *Preferences->Speed Dial Edit*.


### To use the speed dial

To dial a contact assigned to speed dial, press the corresponding programmable key or press and hold the keypad key for 3 seconds.

### To edit a speed dial

1. Press  key and go to *Preferences->Speed Dial Edit*.
2. Select the programmable key or keypad key where the speed dial is currently configured.


## Voice Mail \*

1. Press the **Voice Mail\*** key that your System Administrator set up to access voicemail.
2. Press  key to toggle the audio between speakerphone, handset and headset (where applicable).

## Placing a Call

1. Lift the handset, press the 7 key.
2. Dial the number from the keypad.


## Answering a call

Lift the handset for handset operation or press the **Line** key or  key for hands free operation.

## Ending a call

To end the call replace the handset or press .

## Redial



Press  key twice to call the last dialed recently dialed number. Press the key once to access the list of recently dialed numbers, use ▼▲ to scroll through.

## Call mute




Press  key to mute the handset, headset, or speakerphone.

## Advanced Call Handling



### Call Hold and Resume

1. To put a call on hold, press  key when connected to the call.
2. To retrieve the call, press  key again or press the **Line** key where that call is being held.

### Call Transfer

1. Press  key – this places the current call on hold.
2. Dial the number of the person you want to transfer the call to.
3. To transfer the call before the other person answers, press  key before the receiving end answers.
4. Or, wait until the person has answered before completing the transfer by pressing  key again.

### 3-Way Conference

1. During a regular call press  key.
2. Dial the person you want to join your call or press the **Line** key where the other person is being held.
3. Once this person has answered press  key again to establish the 3-way call.

