



# Quick Reference Book

## Cisco 79XX Series IP Phones

Business Feature Set

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## Important Phone Numbers

### Voice Mail from Remote

Your phone number + extension + \*

### Call Forwarding from Remote

(214) 580-2032

### Remote Phone Feature

(214) 580-2040

### Meet-Me Conferencing

(214) 580-2030 (Join)

(888) 550-2030 (Join)

(214) 580-2031 (Schedule)

### Internal Service Extensions

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555 Voice Mail (Login)

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586 IP Address Announcement

588 Direct Extension Assignment

589 Unassign Telephone

599 Record Announcements

## Useful Information

### Customer Service / Technical Support

(214) 550-1040

[support@redgap.com](mailto:support@redgap.com)

### Web Site

<http://www.redgap.com>

### Web Portal

<http://portal.redgap.com/webportal>

## Star Code Summary

Feature	Set	Cancel
Abbreviated Dial	75* + menu	75* + menu
Anonymous Call Rejection	*77	*87
Call Forward – All Calls	72* + no. + #	73*
Call Forward – Busy	76* + no. + #	77*
Call Forward – No Answer	78* + no. + #	79*
Call Forward – Out of Service	70* + menu	71*
Call Forward – Selective	*63 + menu	*83 + menu
Call Return	*69	N/A
Call Trace	*57	N/A
Call Waiting		*70 + no.
Caller ID Block	*67	N/A
Directed Call Pickup	*12 + ext.	N/A
Do Not Disturb	*04	*04
Group Call Pickup	*06	N/A
Perm. Caller ID Block Release	N/A	*82 + no.
Priority Call	*61 + menu	*61 + menu
Privacy Guard	*88 + menu	*88 + menu
Redial	*07	N/A
Selective Call Block	*60 + menu	*60 + menu
Speed Dial	74* + menu	74* + menu
Voice Mail	*09	N/A

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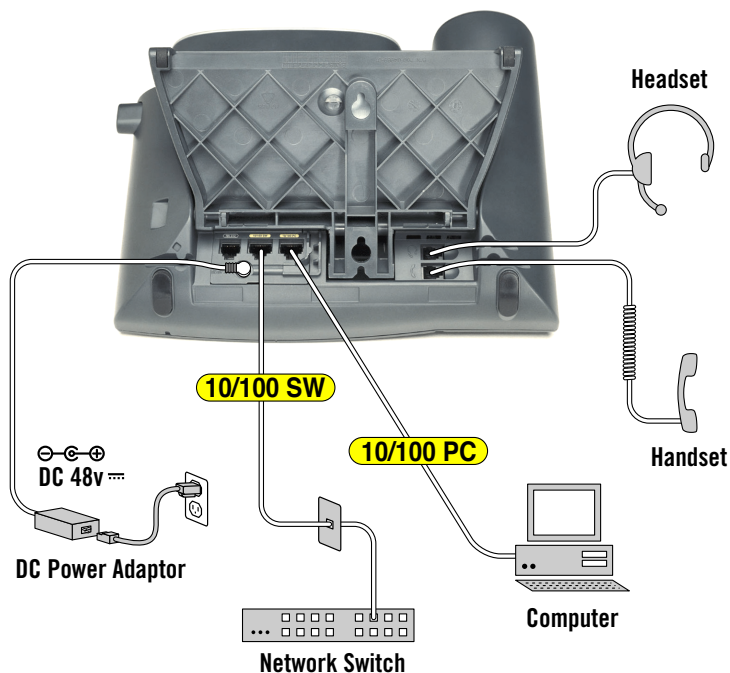
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## Connecting the Phone

### Power Cord

Power is supplied over the network cabling for most phones. Power adapter may be required for phones with sidecar button display.

1. Plug the female end of the 3-prong power cord into the DC power adapter box
2. Plug the male end of the 3-prong power cord into a standard 110v wall outlet
3. Plug the small power cord on the opposite end of the DC power adapter box into the back lower left of the phone

### Network Cable

1. Plug one end of a Cat5 ethernet cable into the **10/100 SW** port on the back of the phone
2. Plug the other end of the Cat5 ethernet cable into the network (LAN) port in your **wall**

### Computer

If you have a computer and you want to daisy-chain its network connection through your phone...

1. Plug one end of a Cat5 ethernet cable into the **10/100 PC** port on the back of the phone
2. Plug the other end of the Cat5 ethernet cable into the network (LAN) port on your **computer**

### Handset Cord

Connect the handset cord to the **handset port** on the back lower right of the phone. The handset port has a small handset logo next to it.

### Headset Cord

If you also have a compatible headset, connect the headset cord to the **headset port** on the back lower right of the phone. The headset port is located just above the handset port and has a small headset logo next to it.



## Adjusting the Phone

### Angle of the Phone

1. Press and hold the **Angle Adjustment** button
2. **Tilt** the phone forward or backward
3. Release the Angle Adjustment button

### Display Brightness

1. Press the **Settings** button
2. Press **1** to select **User Preferences**
3. Press **4** to select **Brightness**
4. Adjust the brightness using the **[Up]** and **[Down]** soft keys
5. Press the **[Save]** soft key to save
6. Press the **[Exit]** soft key

### Display Viewing Angle

1. Press the **Settings** button
2. Press **1** to select **User Preferences**
3. Press **5** to select **Viewing Angle**
4. Adjust the viewing angle using the **[Up]** and **[Down]** soft keys
5. Press the **[Save]** soft key to save
6. Press the **[Exit]** soft key

### Ring Type

1. Press the **Settings** button
2. Press **1** to select **User Preferences**
3. Press **1** to select **Rings**

4. Press **1** to select **Default Ring**
5. Press the **Scroll Up/Down** buttons to highlight the desired ring. Press the **[Play]** soft key to hear the highlighted ring.
6. Press the **[Select]** soft key to set the highlighted ring
7. Press the **[Save]** soft key to save
8. Press the **[Exit]** soft key

### Ring Volume

With the handset in the cradle and speakerphone off, press the **Volume Up/Down** buttons. The setting will automatically be saved.

### Handset Volume

1. Remove the **Handset** from the cradle. You should hear a dial tone.
2. Press the **Volume Up/Down** buttons
3. Press the **[Save]** soft key
4. Replace the **Handset**

### Speakerphone Volume

1. Press the **Speaker** button. You should hear a dial tone.
2. Press the **Volume Up/Down** buttons
3. Press the **[Save]** soft key

4. Press the **Speaker** button to turn off the speakerphone

## The Basics

Voice over IP (VoIP) phones are loaded with features and there are usually several different ways to perform the same task. This section starts by teaching the basic methods that mimic those of a traditional phone. Once you get the hang of it, you can move on to the more advanced methods and features described in later sections.

### Using the “Soft Keys” below the screen...

Familiarize yourself with the row of buttons located directly below the screen and the associated label above each one. These buttons are called “soft keys” and their functions can change based on what you’re currently doing with your phone.



### To make a call...

1. Pick up the **Handset**. You should hear a dial tone. The phone will automatically use your extension for the call.
  - If you wish to use a different extension, press the appropriate **Line Appearance** button to the right of the screen
2. Dial the extension **-or-** “9” + the desired phone number you wish to call

### To end a call...

- Press the **[EndCall]** soft key
  - Optionally, you can just hang up the handset **-or-** press the illuminated speaker button if you’re using the speakerphone

### To answer a call...

1. Press the **[Answer]** soft key below the screen
2. Pick up the **Handset**
  - This will answer any ringing line that is visible on your phone. You can optionally just pick up the handset, but this will only answer calls directly to your extension.

### To answer a call while you are on the phone (call waiting)...

- Press the **[Answer]** soft key below the screen and begin talking. The current call will automatically be put on hold and the incoming call will be answered.
  - If multiple lines are ringing at the same time, you can optionally press a line appearance button to answer its associated incoming call. The current call will automatically be put on hold and the incoming call will be answered.

### To put a call on hold...

- Press the **[Hold]** soft key below the screen

### To pick up a call on hold...

1. Use the **Scroll Up/Down** buttons to select the call you wish to pick up
2. Press the **[Resume]** soft key
  - If you are currently on a call, it will automatically put that call on hold and pick up the selected call

### To transfer a call...

1. Press the **[Transfer]** soft key
2. Dial the extension **-or-** “9” + the phone number to which you want to transfer the call
3. Either hang up **-or-** wait to announce the call and then hang up. When you hang up, the call will be transferred. If the party that you are transferring to is unavailable, the call will transfer to their voice mail.
  - If you wish to return to the first call after starting a transfer, use the **Scroll Up/Down** buttons to select the call, then press the **[Resume]** soft key

### To use the speakerphone...

1. If the handset is off-hook, press the **Speaker** button then hang up the handset
  - If the handset is not off-hook, simply press the speaker button
2. Press the **Speaker** button again to hang up the call

### To access your phone’s voice mailbox...



1. Pick up the handset

2. Press the **Messages** button
3. Enter your Voice Mail Password followed by the # key
4. Follow the automated voice prompts
  - See “Other Features” for more information on passwords.

## To access a company voice mailbox...

1. Pick up the handset
2. Press the **[more]** soft key, then press the soft key for the mailbox you wish to access
3. Enter the Voice Mail Password for the company mailbox followed by the # key
4. Follow the automated voice prompts

## Using the “Do Not Disturb” feature...

This feature keeps your phone from ringing when a call comes in by immediately routing the call to your voice mailbox (or another predetermined destination). You can still make calls and use other phone features, however.

1. Press the **[DnD]** soft key. You should now see the message “Do not disturb is active” at the bottom of the screen.
2. Press the **[DnD]** soft key again. The “Do not disturb is active” message should disappear from the bottom of the screen.

## To use call forwarding...

1. Press the **[Forward]** soft key
2. Dial the extension **-or- “9”**+ the phone number to which you want your calls forwarded
3. Press the **[Forward]** soft key again. You should now see the message “Forwarded to...” at the bottom of the screen.
4. To cancel call forwarding, press the **[Forward]** soft key twice. The “Forwarded to...” message should disappear from the bottom of the screen.

## To use the intercom...

1. Press the **[Intercom]** soft key
2. Dial the extension you wish to intercom with
  - The system will turn on the speakerphone of the dialed extension and play a short dial-tone followed by two beeps to announce the intercom call. During an active intercom call, the phone will beep every 60 seconds.
3. Press the **[EndCall]** soft key to end the call

## To use Broadcast Paging...

This feature lets you broadcast an announcement to all members of your paging group. This feature must be enabled by Red Gap.

1. Pick up the handset
2. Dial the broadcast paging number assigned by Red Gap
3. After the tone, make your announcement
4. Hang up
  - Your phone must be idle to receive a Broadcast Page. When you receive a page, your phone will play a warning tone to alert you, then the announcement will be played through your speaker.

## To view lists of received and placed calls...



Your phone keeps track of the last 75 missed calls, 75 received calls and 75 placed calls.

1. Press the **Directories** button
  2. Using the **Scroll Up/Down** buttons, select Missed Calls, Received Calls or Placed Calls
  3. Press the **[Select]** soft key
  4. Use the **Scroll Up/Down** buttons to browse the list of calls
  5. Use the **[Exit]** soft key to back up one menu level
- or Press the **Directories** button to exit the directories entirely
- You can redial a call by highlighting its entry and pressing the **[Dial]** soft key

## Using the Services menu...



This menu provides basic access to a number of features, most of which are also available through the Web Portal.

While the Services menu does not require the Web Portal feature to be enabled for your phone, the Web Portal is required to edit and configure some of the features. Contact Red Gap about adding the Web Portal feature to your account, then see the Web Portal guide for more information.

- **Personal and Corporate Directories** - View and dial entries from these directories. You must edit your Personal Directory through the Web Portal. The Corporate Directory is configured by Red Gap.
- **Voice Mail** - View call information and redial calls from your Inbox and Saved Voice Mail box
- **Call Treatments** - View call treatments that have been configured through the Web Portal
- **Web Services** - View information (such as news, weather, stock quotes, etc.) from a specially formatted XML data feed that must be configured for your phone by Red Gap

## To access the Services menu

1. Press the **Services** button
  2. Enter your Phone & Web Portal Password
  3. Use the **Scroll Up/Down** buttons to highlight the desired feature then press the **Select** soft key
- or Press the appropriate digit to select the desired feature
4. Use the **Exit** soft key to back up one menu level
- or Press the **Settings** button to exit the Services menu entirely

## Phone Settings and Statistics...



This feature provides access to a variety of phone settings and network statistics. It is most commonly used to adjust your display's contrast and the phone's ring type (discussed in "Adjusting the Phone"), but it is also where you can access and view your phone's IP address, MAC address and call statistics for troubleshooting purposes.

⚠ You should not make changes to the Network Configuration or Security Configuration unless directed by Red Gap

## To access the Services menu

1. Press the **Settings** button
  2. Use the **Scroll Up/Down** buttons to highlight the desired setting then press the **Select** soft key
- or Press the appropriate digit to select the desired setting
3. Use the **Exit** soft key to back up one menu level
- or Press the **Settings** button to exit the Settings menu entirely

## Dialing

### Outside Access Digit

This is the prefix digit required when dialing an outside phone number, used to distinguish between an inside extension or star code and an outside phone number. This digit is "9".

You will hear a higher-pitch dial tone before the key press, and a lower-pitch dial tone after the key press.

### Internal Extensions

- Dial the 4-digit extension (based on your company's phone configuration)

### Local Calls

- Dial "9" + the number

### Long Distance Calls

- Dial "9" + 1 + the number

### International Calls

- Dial "9" + 011 + the country code + the city code + the number
  - International calling must be enabled by Red Gap

### Direct Inward Dialing (DID)

A DID phone number allows outside callers to directly dial an internal extension, bypassing an operator or auto-attendant. This term is used throughout this document where applicable.

## Making a Call

### Using the Handset

- Lift the handset and dial the desired number
- or Dial the desired number then lift the handset

### Using the Speakerphone

- Press the Speaker button and dial the desired number
- or Dial the desired number and press the Speaker button
- or Dial the desired number and press the **Dial** soft key
- or Dial the desired number and press a line button

### Using the headset

- Press the Headset button and dial the desired number
- or Dial the desired number and press the Headset button



## Last Number Redial

### To redial the last number called

- Press the **[Redial]** soft key
- or Dial \*07

## Call Return

### To return a call to the last caller

1. Lift the handset and dial \*69
  2. Follow the voice prompts to verify the number and return the call
- ▲ If your phone has Toll Restrictions, you will not be able to return restricted calls

## Abbreviated Dialing

This feature lets you create up to 100 personal 2-digit speed dial codes (00-99) that you can dial from your keypad.

### To use an Abbreviated Dial Code

1. Lift the handset and dial \*3
2. Enter the desired 2-digit speed dial code

### To program an Abbreviated Dial Code

1. Lift the handset and dial 75\*
  2. Follow the voice prompts
- When entering an external phone number, be sure to include the Outside Access Digit “9”

To modify an Abbreviated Dial Code, simply reprogram the same Abbreviated Dial Code.

To delete an Abbreviated Dial Code, reprogram the same Abbreviated Dial Code but press # to enter an empty phone number when prompted.

## Speed Dial

This feature lets you assign favorite phone numbers to Speed Dial buttons for one-touch dialing. Speed Dial Buttons can be programmed from either the keypad on the phone or from the **Web Portal**. See the **Web Portal** guide for more information.

- ▲ A line appearance button must be configured as a Speed Dial button by Red Gap in order to use this feature

### To use a Speed Dial button

- Lift the handset and press the desired Speed Dial button
- or Press the desired Speed Dial button to use the speakerphone

### To program a Speed Dial button

1. Lift the handset and dial 74\*
2. Follow the voice prompts

- When entering an external phone number, be sure to include the Outside Access Digit “9”

To modify a Speed Dial button, simply reprogram the same button.

To delete a Speed Dial button, reprogram the same button but press # to enter an empty phone number when prompted.

If you wish to customize the button label on the phone’s display, you will need to use the **Web Portal**. See the **Web Portal** guide for more information.

## Group Speed Dial

This feature lets you have up to 1000 extra common extensions that each behave as a speed dial.

- ▲ This feature must be configured by Red Gap

### To dial a Group Speed Dial extension

- Lift the handset and dial the Group Speed Dial extension you wish to call

## Authorization Code

This feature allows you to override any call restrictions on the phone when you place a call.

### To make a call with an Authorization Code

1. Lift the handset
2. Dial “9”
3. Press #
4. Enter your authorization code (when you enter the correct code, you will hear a dial tone)
5. Dial the desired phone number

## Billing Codes

This feature lets you track calls by associating a billing code with each call while you are on a call.

### To enter a Billing Code for a call using Star Codes

1. During a call, press \*02
2. Enter the billing code + #

### To enter a Billing Code for a call using Soft Keys

1. During a call, press the **[Billing]** soft key (you may need to press the **[more]** soft key one or more times to see it)
  2. Enter the billing code for the call using the numeric keypad (the other party will not hear the tones when you press keys)
  3. Press the **[Billing]** soft key again
- If you enter multiple billing codes during a call, only the last billing code will be recorded.

## Conferencing

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

- ▲ The maximum number of parties is determined by Red Gap and defaults to 3

### To add a party to an existing call

1. Press the **[Confirn]** soft key to place the existing call on Hold and provide a dial tone (you may need to press the **[more]** soft key one or more times to see it)
2. Dial the extension or number that you would like to add. Be sure to include "9" for an external call.
3. After the party answers, press the **[Confirn]** soft key again to join the parties together. If you reach the voice mail or the party doesn't want to join the conference, press the **[EndCall]** soft key followed by the **[Resume]** soft key to return to the original call without adding the new party.
4. Repeat these steps to add new parties.
  - If you initiate a conference call and then hang up, the other parties may be able to continue the call after you disconnect. Contact Red Gap to determine your configuration.
  - See the **Web Portal** guide and the **Meet-Me Conferencing** guide for more information.

## Intercom

This feature lets you make an announcement through another person's phone, allowing them to respond instantly in hands-free mode using their speakerphone.

### To initiate an Intercom call

1. Press the **[Intercom]** soft key (you may need to press the **[more]** soft key one or more times to see it)
2. Dial the extension you wish to intercom
  - If the other party has Do Not Disturb enabled or they are on the phone, you will get a busy signal when you try to Intercom.

### Receiving an Intercom call

When someone initiates an Intercom call to your phone and your phone is idle, your phone will beep and your speakerphone will be enabled. Your phone will beep every 60 seconds as a reminder that an intercom call is active.

## Broadcast Paging

This feature lets you broadcast an announcement to all members of your paging group.

- ▲ This feature must be enabled by Red Gap

### To make a Broadcast Page

1. Lift the handset
2. Dial the broadcast paging number
3. After the tone, make your announcement
4. Hang up

### To receive a Broadcast Page

Your phone will play a warning tone to alert you of an incoming announcement, then the announcement will be played through your speaker.

- Your phone must be idle to receive a Broadcast Page.

## Releasing Caller ID Block

If your phone is configured to block sending Caller ID information, you can send your Caller ID information for a single phone call by temporarily releasing Permanent Caller ID Block.

### To temporarily release Caller ID Block for a single call

1. Lift the handset and dial \*82
2. Dial the desired number to make your call
  - When you end the call, Permanent Caller ID Block will again be active.

## Receiving Calls

### Ring Sounds

The Cisco 79XX IP Phone has distinctive rings for incoming calls:

- **One Ring** - Internal calls
- **Two Rings** - External calls and reminder for calls on hold
- **Distinctive Ring** - Red Gap may be able to configure up to three DID numbers on your phone, each of which can have a different ring tone
- **Priority Ring** - Identifies "priority callers" with a different ring pattern. See Priority Call.

## Answering a Call

### Using the Handset

- Press the **[Answer]** soft key then lift the handset (answers any ringing line appearance)
- or Lift the handset (answers your extension only)

### Using the Speakerphone

- Press the **[Answer]** soft key (answers any ringing line appearance)
- or Press the **Speaker** button (answers your extension only)

or Press the associated **Line Appearance** button (answers the associated line appearance)

## Using the headset

- Press the Headset button

## Group Pickup

This feature allows you to answer another phone from your own phone, if the other phone is within your Call Pickup Group.

- ▲ This feature, the pickup group and the soft key on your phone must be configured by Red Gap

### To Pickup a Call on another phone using Soft Keys

- Press the **Group** soft key (you may need to press the **more** soft key one or more times to see it)

### To Pickup a Call on another phone using Star Codes

- Lift the handset and dial \*06
  - If multiple inbound calls are ringing, the call that has been ringing the longest will be answered.

## Directed Call Pickup

This feature lets you answer a specific phone within your Directed Call Pickup Group.

- ▲ This feature, the pickup group and the soft key on your phone must be configured by Red Gap

### To Pickup a Call using Soft Keys

1. Press the **DC Pickup** soft key (you may need to press the **more** soft key one or more times to see it)
2. Enter the extension you wish to answer. The extension must be in one of your Directed Call Pickup Groups.

### To Pickup a Call using Star Codes

1. Lift the handset and dial \*12
2. At the dial tone, dial the extension you want to answer. The extension must be within one of your Directed Call Pickup Groups.

## Call Waiting

This feature lets you automatically put the current call on hold while you answer a second incoming call that arrives on any line.

### To answer a second call while on a call

- Press the **Answer** soft key

or Press the line button for the second incoming call

The original call will be placed on hold and you will be connected to the second call.

### To return to the Original Call

1. Press the **Scroll Up/Down** buttons to select the original call
2. Press the **Resume** soft key

### To temporarily disable Call Waiting for the duration of an outgoing call

1. Lift the handset and dial \*70
2. Dial the desired number to make your call
  - When you end the call, Call Waiting will automatically be re-enabled

## Call Waiting with ID Manager

This feature allows you to handle call waiting calls that arrive on the same line in ways that do not interrupt your current call.

- Calls arriving on other lines will not work with this feature.

- ▲ This feature must be enabled by Red Gap

### To route the second call to the “Do Not Disturb (Dnd)” destination

- Press 1

### To play a “Please hold...” announcement and automatically place the second call on hold

- Press 2

### To play a “Not available...” announcement and reject the second call

- Press 3

## Anonymous Call Rejection

This feature prevents inbound calls from callers who block the display of their Caller ID. This feature is overridden by the Privacy Guard feature when it is enabled.

### To enable Anonymous Call Rejection

1. Lift the handset and dial \*77
2. Hang up

### To disable Anonymous Call Rejection

1. Lift the handset and dial \*87
2. Hang up

## Call Block - Selective Call Rejection

This feature lets you program your phone to decline calls from certain people. The Call Block

menu provides step-by-step instructions for enabling/disabling the feature and managing the Call Block List.

### To Access the Call Block menu

1. Lift the handset and dial **\*60**
2. Follow the voice prompts
  - When adding an incoming phone number to the Call Block List, enter the 10-digit caller ID number

## Priority Call

This feature lets you define a list of callers identified as priority callers using a unique ring tone when they call you. These calls will ring through even if Do Not Disturb is active.

### To access the Priority Call menu

1. Lift the handset and dial **\*61**
2. Follow the voice prompts
  - When entering an incoming Priority Call Number, enter the 10-digit caller ID number

## Privacy Guard

This feature lets you screen incoming calls that have no Caller ID. Unidentified callers are requested to record their name or enter an access code before your phone is alerted.

### To access the Privacy Guard menu

1. Lift the handset and dial **\*88**
2. Follow the voice prompts

## Call Forwarding - All Calls

This feature lets you forward all incoming calls to another number.

### To enable/modify Call Forwarding using Soft Keys

1. Press the **Line Appearance** button for the line to forward
2. Press the **[Forward]** soft key
3. Enter the phone number or extension to which the calls should be forwarded
4. Press either the **[Forward]** or **[EndCall]** soft key
  - When entering an external Forwarding Number, be sure to include the Outside Access Digit "9"

### To enable/modify Call Forwarding using Star Codes

1. Lift the handset and dial **72\***
2. Follow the voice prompts

- When entering an external Forwarding Number, be sure to include "9"

### To enable/modify Call Forwarding from a remote location

1. Dial 214-580-2032 to access Remote Call Forwarding
2. Enter your complete phone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main phone number + \* + your extension number + #.
3. Enter your Phone & Web Portal Password + #
4. Enter the phone number or extension to which the calls should be forwarded + #
5. After hearing the verification, hang up
  - When entering an external Forwarding Number, be sure to include the Outside Access Digit "9"

### To disable Call Forwarding using Soft Keys

1. Press the line button for the forwarded line
2. Press the **[Forward]** soft key
3. Press either the **[Forward]** soft key again or the **[EndCall]** soft key

### To disable Call Forwarding using Star Codes

1. Lift the handset and dial **73\***
2. After hearing the verification, hang up

### To disable Call Forwarding from a remote location

1. Dial 214-580-2032 to access Remote Call Forwarding
2. Enter your complete phone number + #
3. Enter your Phone & Web Portal Password + #
4. Press #
5. After hearing the verification, hang up

## Call Forwarding - Selective

This feature lets you manage a list of phone numbers, and forward calls from any number in the list to another number.

- You can only enter a single destination forwarding number using this feature. See **Call Screening** under **Call Treatment** in the **Web Portal** guide for more advanced alternatives.

### To enable/modify Selective Call Forwarding

1. Lift the handset and dial **\*63**
2. Follow the voice prompts
  - When entering an external Forwarding Number, be sure to include the Outside Access Digit "9"
  - When adding an incoming phone number to

the Call Forward List, enter the 10-digit caller ID number

### To disable/modify Selective Call Forwarding

1. Lift the handset and dial \*83
2. Hang up

## Call Forwarding - Busy

This feature lets you forward calls to another number when you are already on a call.

### To enable/modify Busy Call Forwarding

1. Lift the handset and dial 76\*
2. Follow the voice prompts
  - When entering an external Forwarding Number, be sure to include the Outside Access Digit "9"

### To disable Busy Call Forwarding

1. Lift the handset and dial 77\*
2. Hang up

## Call Forwarding - No Answer

This feature lets you forward calls to another number when you do not answer.

### To enable/modify No Answer Call Forwarding

1. Lift the handset and dial 78\*
2. Follow the voice prompts
  - When entering an external Forwarding Number, be sure to include the Outside Access Digit "9"

### To disable No Answer Call Forwarding

1. Lift the handset and dial 79\*
2. Hang up

## Call Forwarding - Out of Service

This feature automatically forwards calls to another number when your phone goes out of service.

### To enable/modify Out of Service Call Forwarding

1. Lift the handset and dial 70\*
2. Follow the voice prompts
  - When entering an external Forwarding Number, be sure to include the Outside Access Digit "9"

### To disable Out of Service Call Forwarding

1. Lift the handset and dial 71\*
2. Hang up

## Do Not Disturb

This feature makes your phone unavailable for incoming calls which will be routed to your

voice mail or another extension, depending on your configuration. Priority Call callers will still ring through, however. See Priority Call for more information.

### To enable Do Not Disturb

- Press the [DnD] soft key
- or Lift the handset and dial \*04, then hang up  
The display will show "Do not disturb is active"

### To disable Do Not Disturb

- Press the [DnD] soft key
- or Lift the handset and dial \*04, then hang up  
The "Do not disturb is active" message will disappear
- You can record a special voice mail greeting that callers will hear when you have DnD active. To record this greeting, access your Voice Mail and follow the voice prompts to "record your personal greeting."

## Virtual Ring

This feature makes it appear to incoming callers as though their call is not being answered. Your phone never rings and the caller never reaches your voice mail.

- Virtual Ring treatment is assigned using the Web Portal. See the Web Portal User Guide for more information.

## Voice Mail

If you have any voice mail messages, the Indicator Light will glow red and your primary line appearance will display a flashing envelope icon.

### To access your voice mail

1. Lift the handset and press the Messages button
2. Follow the prompts to use the voice mail system

## Queues

This service can distribute incoming calls arriving at a designated number to a defined group of agent phones. To answer calls, a user must be assigned to the queue by the administrator and be logged in.

### To Log Into a Queue

- Press the line button associated with the desired queue. If you do not have a line button for the desired queue, Red Gap can assign you to the queue.

- When logged into a queue, the Queue Name will disappear from the status line.

- If enabled, the Display Queue Status feature will indicate the number of calls waiting in queue on your phone display (i.e., “Sales:3” indicates that 3 calls are waiting in the Sales queue). The system routes information about the queue that most recently routed a call to you.

### To Answer a Queue Call

1. When a Queue Call is routed to your phone, the phone will ring and the display will indicate an incoming call on the line appearance associated with the queue.
2. Press the line button associated with the desired queue call. If you simply lift the handset, you will activate your primary line appearance, not the Queue line.
3. When finished talking to the caller, simply hang up and wait for the next call.

### To Log Out of a Queue

- Press the line button associated with the desired queue while there is no call present on the line

## Holding, Transferring & Ending Calls

### Hold

This feature lets you place a call on hold for later retrieval from the same phone.

#### To place the current call on hold

- Press the **[Hold]** soft key

#### To pick up a call on hold

1. Use the **Scroll Up/Down** button to select the call you wish to pick up
2. Press the **[Resume]** soft key
  - If you are currently on a call, it will automatically put that call on hold and pick up the selected call.
  - When a call is on hold, your phone will ring once every minute to remind you.

### Mute

This feature disables the microphone of the handset, speakerphone or headset so that the party on the other end of the call cannot hear you.

### To enable Mute

- Press the Mute button. The Mute button will glow red and the display will briefly display “Microphone Mute On” to indicate that Mute is enabled.

### To disable Mute

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

### Call Park

This feature lets you place a call on hold on a “phantom” phone, then pick up the call from another phone.

#### To Park a Call

1. Press the **[MCPark]** soft key (you may need to press the **[more]** soft key one or more times to see it)
2. The system parks the call at a Call Park extension, then announces the extension and displays it on your phone’s display
3. Hang up

#### To Retrieve a Parked Call from any phone

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

### Transfer

This feature lets you transfer an active call to another extension or phone number.

#### To transfer an active call

1. Press the **[Transfer]** soft key (you may need to press the **[more]** soft key one or more times to see it)
2. Dial the extension or phone number to which you want to transfer the call. Be sure to include “9” for an external transfer number.
3. Either hang up or wait to announce the transfer and then hang up. When you hang up, the call will be transferred. If the party that you are transferring to is unavailable, the call will transfer to their voice mail.
  - If you wish to return to the first call after starting a transfer, use the **Scroll Up/Down** button to select the call, then press the **[Resume]** soft key.

### One-Touch Transfer

This feature lets you transfer an active call to another extension or voice mailbox using a single key press.

- ▲ One-Touch Transfer buttons are assigned to your soft keys by Red Gap.

### To transfer a call to another extension or to a voice mailbox

- Press the one-touch transfer soft key

## Ending a Call

- Replace the handset in the cradle
- or Press the **[EndCall]** soft key
- or Press the Speaker button if using the speakerphone
- or Press Headset button if using a headset

## Other Features

### Direct Extension Assignment

This feature lets you temporarily reassign a telephone with your own phone number and profile.

- ▲ Direct Extension Assignment requires the temporary phone to be the same model as your own phone

### To temporarily assign your number and profile to a phone

1. From the temporary phone, lift the handset and dial **588**
2. Enter your complete phone number + #. If your phone is configured as an extension-only (i.e., non-DID) line, enter your company's complete main phone number + \* + your extension + #.
3. Enter your Phone & Web Portal Password + #

### To reassign the original phone number to the guest phone

- Follow the steps above using the original phone number and Phone & Web Portal Password that were assigned to the phone.

### To reassign your own number and profile back to your own phone

1. Pick up the handset of your phone
2. After the voice prompt, enter your complete phone number + #
3. After the voice prompt, enter your Phone & Web Portal Password + #
4. Hang up

## Night Mode

Companies often have different call treatments for daytime versus after-hours callers. The Night capability can be assigned to a user's phone to override the standard day-of-week/time-of-day logic.

- ▲ This feature must be enabled by Red Gap. The Night feature has three modes:

### Normal Mode

In this mode, calls will be handled using the standard day-of-week/time-of-day logic. No action is required by the user when operating in Normal mode.

### Temporary Night Mode

This mode temporarily overrides the normal day-of-week/time-of-day logic. It toggles between day-mode and night-mode. At the change in the day-of-week/time-of-day schedule, the system will revert back to Normal operation.

- To enable Temporary Mode, press the **[Night]** soft key once. The phone will display “\*Night”

### Permanent Night Mode

This mode overrides the normal day-of-week/time-of-day logic until the user manually changes the state back to Normal

- To enable Permanent Mode, press the **[Night]** soft key twice. The phone will display “\*\*Night”.
- To disable Permanent Mode, press the **[Night]** soft key twice again.

## Passwords

Your phone has two unique passwords for protecting access to and your voice mail account each have separate passwords for restricting access to various features and settings.

The **Voice Mail Password** is used for accessing your voice mailbox from your IP phone or from a remote phone.

The **Phone & Web Portal Password** is used for accessing a variety of phone features, including call forwarding, remote phone, the services menu and the Web Portal.

- Because the Phone & Web Portal password must be entered from both a phone keypad and from a computer keyboard, it is recommended that you choose a numeric password so that you can successfully enter this password from a phone's keypad when required.

When entering a password, you are allowed a maximum number (determined by Red Gap) of unsuccessful login attempts before your account is locked for security purposes. Once your account is locked, you will no longer be able to login even with the correct password. You must contact Red Gap to unlock the account.

