ELEVATE
UNIFIED COMMUNICATIONS

EQUIPMENT REFERENCE GUIDE SERIES

YOUR GUIDE FOR:

Vertical 2-Line Desk Phone

CloudBusinessPhone.com

Vertical 2-Line Desk Phone Quick Reference Guide



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Introduction to your Xcelerator Desk Phone

Welcome

The Hosted PBX phone system and service is a very powerful communication system that provides a comprehensive solution for your small business communications needs. This guide highlights some of the most commonly used features of the Desk Phone. For a complete list of features and capabilities, please refer to the Owner's Manual.

Phones may be plugged into your existing network or connected wirelessly if your system includes the optional Base Unit.

Desk Phone



How to use your Xcelerator Desk Phone

Answering and making calls

Answer a ringing call using the handset

Pick up the handset

Answer a ringing call using the speakerphone

Press the Speaker Key or the "Answer" soft key under the display

Make an external call

Pick up the handset or use the speakerphone key

Dial the 10-digit number

Make an internal call

Pick up the handset or use the speakerphone key 

Dial the 3-digit extension number

Redialing a call

Pick up the handset or use the speakerphone key 

Press the redial button 

Handling Multiple Calls

Your Desk Phone has the capability to handle two phone calls at the same time.

Answering a second call

If you are on a call and another call comes in to your phone you will hear a tone from the phone and see the softkey "Line 2" flashing at the bottom right of the LCD screen . There are two different ways to answer the second call:

Method 1

1. Place the first call on hold AND at the same time answer the second call by pressing the button associated with the Line 2 softkey
2. Once you have done this, the soft key will say "Line 1". Press the softkey again to place the second caller on hold and at the same time return to the first caller.

Method 2

1. Place the first call on hold by using the hold key  or use the hold soft key below the display
2. Press the down arrow  to view the second call on the display screen. The phone will begin ringing
3. Answer the call by using the answer soft key or by picking up the handset

You may switch between calls by using the up  and down  arrows and using the resume softkey to connect to that call.

Placing a second call

While on a call, you may place that call on hold and make a second call. There are two different ways to do this:

Method 1

1. Place the first call on hold AND at the same time get dial tone to make the second call by pressing the button associated with the Line 2 softkey on the lower right of the LCD screen
2. Dial the 10-digit phone number or 3-digit extension number
3. Once you have done this, the soft key will say "Line 1". Press the softkey again to place the new party on hold and at the same time return to the first party.

Method 2

1. Place the first call on hold by using the hold key  or use the hold soft key below the display

2. Press the down arrow  to access a second line
3. Dial the 10-digit phone number or 3-digit extension number. You will be connected to that party

You may switch between calls by using the up  and down  arrows and using the resume softkey to connect to that call.

Transferring Calls

You may transfer a caller to any other phone within the phone system or to any outside phone number.
Note: The following instructions assume you are on a call.

Unsupervised (Blind) Call Transfer- Used when you have one OR two calls on your phone.

1. Press TRANSFER key 
2. Your caller will be placed on hold
3. When you hear the dial tone, dial the desired extension number or phone number. DO NOT HANG UP
4. Once the call has transferred, your line will hang up and the extension or phone number you transferred to will ring and connect to your caller. Do not hang up the phone until the line has disconnected.

Supervised (Announced) Call Transfer- Used when you have ONLY ONE call on your phone.

1. Place the caller on hold by pressing the hold key 
2. Press the down arrow  to access a second line
3. When you hear the dial tone, dial the desired extension number or phone number you wish to transfer the call to.
4. Announce the call to the new party
5. To initiate the transfer, press TRANSFER key  DO NOT HANG UP
6. Your line will hang up and the extension you transferred to will ring and connect to your caller

Alternate Method for Transferring Calls

This call transfer method is used when you want to transfer a call without tying up two lines on your phone system. It uses the network to transfer the call instead of the phone system.

1. Receive a call on your Desk Phone
2. Touch #5 to start the transfer (this will place your caller on hold)
3. At the dial tone, enter the extension or phone number you want to transfer the caller to
4. When the transfer party picks up the phone, touch #5 again.
5. All three of you will be connected.
6. Hang up and the two parties are connected (without tying up any of your lines)

Note- If the transfer party does not pick up the phone, touch #6 to return back to the original caller.

Transferring a Caller Directly to Voicemail-

You may transfer a caller directly to someone's voicemail box. Note: The following instructions assume you are on a call.

1. Press TRANSFER key 
2. Your caller will be placed on hold
3. When you hear the dial tone, dial *99 then the desired extension number. DO NOT HANG UP
4. Once the call has transferred to the desired voicemail box, your line will hang up. Do not hang up the phone until the line has disconnected.

Conferencing Calls

Initiating a conference call

1. Pick up the handset or use the speakerphone button
2. Dial the number and wait for the called party to answer
3. Place the caller on hold using the  key
4. Use the down arrow to access a second line
5. Dial the number of the second party and wait until the call is ringing
6. Then press the Conference key  to join the calls together

Note: If you have callers on both lines, the Conference key will conference you with both other callers.

Placing a Call on Hold

Note: The following instructions assume you are on a call

Placing a Call on Hold

Press the Hold key  or the HOLD soft key under the display. Your caller will hear the standard system hold music or your personalized hold music if it has been uploaded through the Admin Portal.

Retrieving a Call on Hold

Press the HOLD key  or the RESUME soft key under the display to reconnect to a held call.

Call Park

To Park a call

Parking a call is very similar to putting a call on hold. The key difference is, when you put a call on hold you can only retrieve the held call from the phone that put the call on hold. With Call Park, you can put a call on hold and pick it up from ANY phone. Each phone has 4 Park positions located on the far right of the phone, labeled 1 through 4. Through the Admin Portal, Call Park Groups can be creates so specific groups of phones can park calls for each other.

1. While on a call, press any one of the 4 PARK keys  not currently in use
2. The caller will be placed on hold and you will see the word "HOLD" on your phone.
3. The selected park button will flash on all phones in the same Call Park Group (for example if you parked a call on Park 1, the Park 1 button will flash on your phone and all other phones in your Call Park Group)

4. To pick up the parked call, press the flashing park button on any phone .

Paging (Intercom)

To page to all phones

Paging allows you to speak to a group or all phones at the same time through the speaker phone. Paging is used to make announcements such as "Jim, you have a visitor in the lobby" or to let people know about a parked call such as "Susan, you have a call waiting on park 2". Paging will only notify phones not in use or not set to DND. The Admin Portal is used to create Paging Groups so only specific phones can hear a page.

1. Either pick up the handset or uses the speaker phone
2. Dial the paging group number or 9100 to page all phones
3. Make your announcement which will be heard on all phones in the paging group (except phones set to DND or phones in use)
4. Hang up the phone when finished

Answering a Page

1. Either pick up the handset or uses the speaker phone
2. Press the "Answer" soft key on the phone display
3. Talk directly back to the person who initiated the page

Rejecting a Page

1. To ignore a page, press the "Reject" button

Forwarding Incoming Calls

Any call to your phone will be forwarded to the phone number or extension number you choose.

1. Press the CONFIG soft key under the LCD display
2. Scroll using the DOWN arrow  on the navigation pad until "Call Forward" is displayed
3. Press the  Key.
4. Select "Always Forward" and press the  Key.
5. Select "Toggle"
6. "Always Forward Toggle" will be displayed. Press the up  or down  arrows on the navigation pad to set this option to "On"
7. Press the  Key
8. Select "Forward Number" and press the  Key
9. Enter the phone number or extension number for Always Forward Calls
10. When the Always Forward destination has been programmed, press the  Key
11. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
12. Press the  Key.

Cancel Forward All Calls

1. Press the CONFIG soft key under the LCD display

2. Scroll Down using the DOWN arrow on the navigation pad until "Call Forward" is displayed.
3. Press the Key.
4. Select "Always Forward" and press the Key.
5. Select "Toggle"
6. "Always Forward Toggle" will be displayed. Press the up or down arrows on the navigation pad to set this option to "Off"
7. Press the Key
8. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
9. Press the Key.

Do Not Disturb

By setting Do Not Disturb, your phone will not ring and your calls will be automatically sent to voicemail. To set DND

1. Press the CONFIG soft key under the LCD display.
2. Use the DOWN arrow of the navigation pad to scroll to DND.
3. Press the Key.
4. "Do Not Disturb: Off" will be displayed.
5. Using the Down arrow select "On".
6. Press the Key.
7. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the Key.

Cancel DND

1. Press the CONFIG soft key under the LCD display
2. Use the DOWN arrow of the navigation pad to scroll to DND
3. Press the Key.
4. "Do Not Disturb: On" will be displayed
5. Using the Down arrow , select "Off"
6. Press the Key.
7. Press the LEFT arrow on the navigation pad until the display "Quit Confirm: Yes" appears.
8. Press the Key

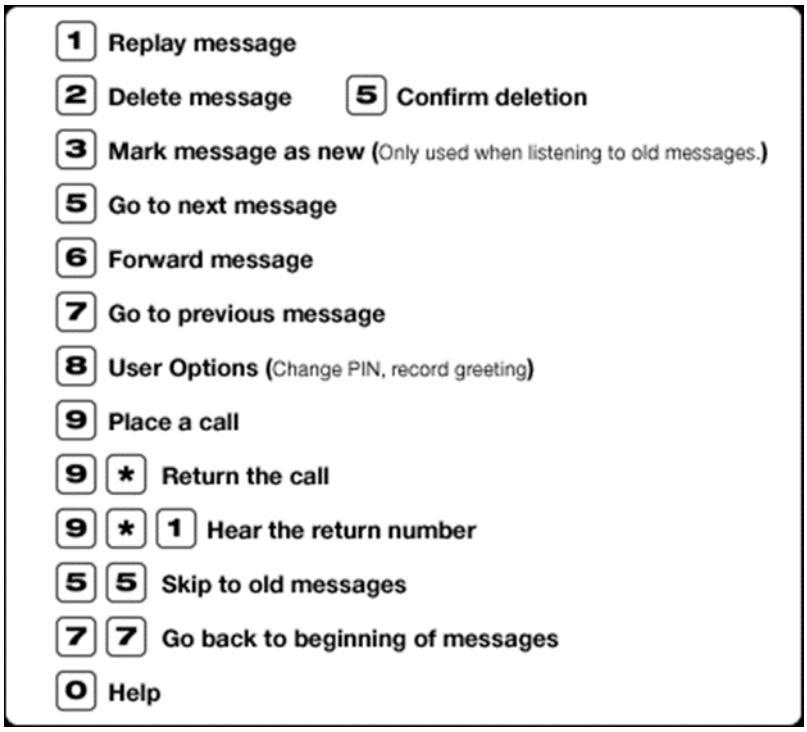
Voicemail

Each phone has a built-in voicemail box. If a call to your phone is not answered or your phone is busy, the voicemail box will take a message and alert you through the message-waiting lamp at the top of the phone and optionally via email to your cell phone or computer. Messages may be retrieved through your Desk Phone, your Personal Portal or from any phone.

Retrieving Messages from Your Desk Phone

1. Press the voicemail key ,
2. Enter your PIN when prompted (it is 0000 by default)

3. You will be alerted to the number of new and listened to messages
4. After each voice message, options for saving, deleting or forwarding the message will be offered. Follow the voice prompts:

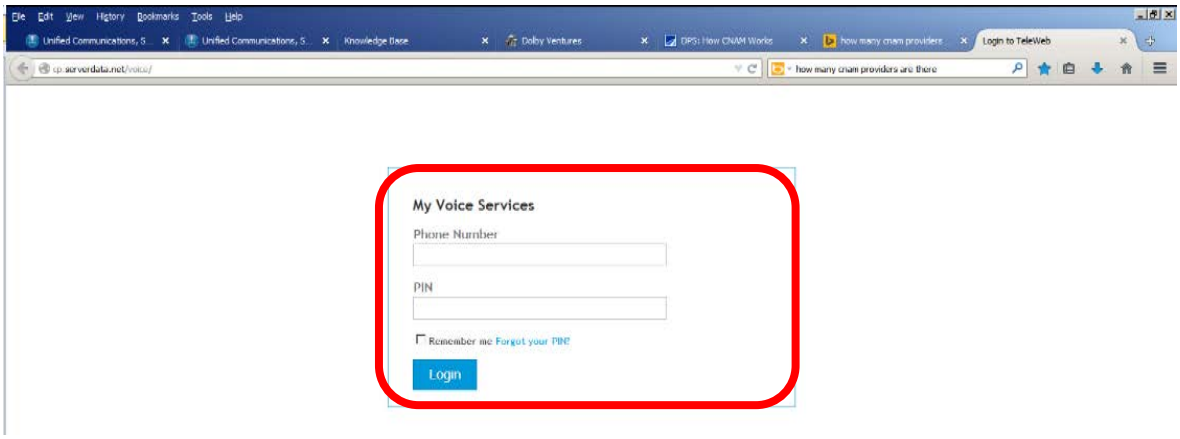


Retrieving messages from any phone

1. Dial your Desk Phone number
2. Allow the phone to ring then forward to your voicemail box
3. Enter your PIN over the greeting

Retrieving messages via the Web

1. Go to cp.serverdata.net/voice
2. Enter your Phone Number in the first field
3. Enter your PIN
4. Click LOG IN
5. You will be presented with a list of new and listened to voicemail messages
6. Click the play button associated with the desired message and it will play through your computer speaker



Change Your Voicemail PIN via the Phone

1. Press the voicemail key ✉,
2. Enter your password when prompted (0000 by default)
3. Touch 8 for User Options
4. Touch 3 to enter a new PIN
5. Enter your new PIN and follow the directions to confirm and save your new PIN

Enter/Change an Unavailable Greeting via the Phone

1. Press the voicemail key ✉ or dial your Desk Phone number from any phone.
2. Enter your password when prompted (it is 0000 by default) or over your current greeting if you have called from another phone.
3. Touch 8 for User Options
4. Touch 1 to record your new Unavailable Greeting

Change the Number of Rings Before Voicemail Picks Up via the Phone

1. Press CONFIG button under the display
2. Use the DOWN arrow ▼ of the navigation pad to scroll to "Call Forward"
3. Press the ✓ Key.
4. Use the DOWN arrow ▼ of the navigation pad to scroll to "No Answer Forward"
5. Press the ✓ Key
6. Use the DOWN arrow ▼ of the navigation pad to scroll to "No Answer Time"
7. Press the ✓ Key
8. Use the BACKSP softkey to remove the number of seconds displayed then enter the number of seconds your phone should ring before the voicemail answers (one ring is approximately 4 seconds)
9. Press the ✓ Key.