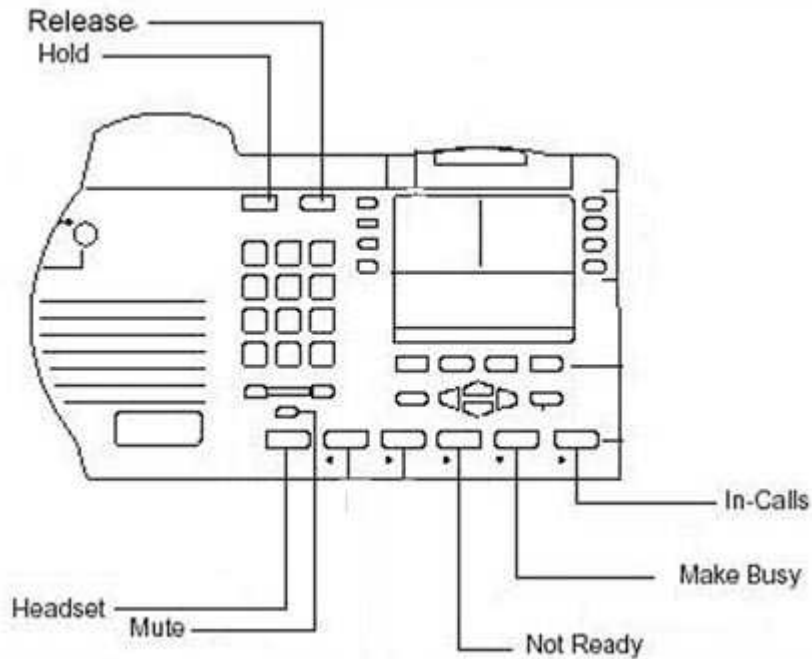




DIAL 9 for outbound calls

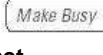

Phone Info



Login


Press  /  enter phone login #,
Press # on the phone.

Logout

Press  / , **disconnect headset.**

Tip! If you press the button, while on call, you will be logged out automatically.

Conference another agent

Press  The customer will be put on hold > dial the *other party* ph #.

Go back to customer when on talking to another dept

While in Conference,

To complete the conference (all three people are on the phone) Press CONNECT. After the other agent takes over, press RELEASE.

If you are talking to the *other party* press SWAP to go back to customer.

If you are talking to the customer press SWAP to go back to the *other party*.

Not Ready

- **Light On:** No call coming in. **Light off:** You're ready for a call.
- Don't press it while you're on a call (you will lose the customer)!
- After a call, you will **not** be placed on Not Ready, you have **5 seconds** to press it otherwise you're set as ready for a new call

Volume Control

There are ways to set the volume on your phone. There is a volume control button (above MUTE) on the phone. If you continue to have difficulty hearing your customer, you can adjust the volume within the phone options.

Headset Listen - Select Options > Press the down arrow button 4 times > Volume adjustment > Select > headset listen > adjust the volume. Press Options to exit.

Headset Talk (adjusts your microphone volume). Select Options > Press the down arrow button 4 times > Volume adjustment > Select > headset talk > adjust the volume. Press Options to exit.