



**Phone and Portal  
Quick Reference**

Version 3.0.2



## ***Features and Benefits of Your New Phone***

The following is a list of all of the enhanced features available through your Sylanro-hosted phone and the Web Portal:

- Intercom—Lets you talk to one another via the telephone without making a call.
- Distinctive ring—Lets you hear different types of rings depending on whether the calling party is internal or external.
- Annoyance call trace—Lets you output information to your service provider about calls from annoying parties.
- Anonymous call rejection—Lets you always block calls from people who have caller ID blocked, a busy tone is played.
- Authorization codes—Lets you make calls from phones other than your own, where your calling privileges are applied.
- Ring timers—Lets you specify the length of time you want to have a particular forwarding number ring, this speeds up the call forwarding process.
- Call logs—Lets you view logs for missed, incoming, and outgoing calls.
- Click-to-call—Lets you call any number displayed in your call lists or contacts lists from the phone display or the portal.
- Billing codes—Lets you enter a specific code each time you dial the phone so some or all of your calls can be associated with specific customers or groups.
- Bridged line appearance—Lets you have a phone that shows other peoples numbers and lets you answer their line.
- Speed dialing—Lets you program up to 20 entries (from your Portal) or your accessible phone keys.
- Contacts list—Lets you add up to 200 personal contacts and put them in groups so you can apply smart call forwarding.
- Caller ID—Lets you see the name of the caller if their number is in your contacts list.
- Caller ID blocking—Lets you block your caller ID on outgoing calls on a per call basis by pressing \*67 before you enter the phone number you want to call.



- Caller ID unblocking—Lets you unblock your caller ID on outgoing calls on a per call basis by pressing \*82 before you enter the phone number you want to call.
- Call forwarding—Lets you forward all calls to an alternate number, either a business extension or external number or to voice mail based on the current state of your phone.
- Smart call forwarding—Lets you specify a series of call forwarding locations for different groups of callers. Calls from the various groups can be forwarded differently depending on a your current selection.
- Call transfer—Lets you transfer an active call to another extension using fixed buttons or the softkeys and the phone display.
- Call park—Lets you place an active call in a 'hold' state, where it can be retrieved (picked-up) by another user.
- Call pickup—Lets you retrieve a call that has been parked at any extension.
- Directed call pickup—Lets you retrieve a call that is ringing at another extension by dialing a code and the extension that is ringing.
- Group call pickup—Lets you retrieve a call that is ringing at another extension by dialing a code. The last call ringing at your tenant is the call that is picked up.
- Three or four-way calling (ad-hoc conferencing)—Lets you add up to three additional parties to a call at any time.
- Do not disturb—Lets you send all calls to voice mail by pressing a button on your phone, or from the Portal.
- Call waiting—Plays an audible tone to indicate that an incoming call is waiting. You can then put the existing call on hold and accept the other call or you can alternate between the two calls.
- Message waiting lamp—A lamp on the phone that notifies you that a message has been left in voice mail.
- Flexible feature mapping—Lets you designate any feature to any of the buttons on your business phone.
- Last number redial—Lets you automatically redial the last dialed number by pressing a single button on your telephone.



- Call return—Lets you automatically redial the number of the last incoming call by pressing \*69.
- Music on hold—Provides incoming callers with a music selection while on hold for any reason, such as call transfer, conference, call hold, or call park.
- Hands-free dialing—Lets you place calls without lifting the handset, by pressing a line button, by pressing the speaker button, or by pressing any of the feature buttons set as a speed dial.
- You can print a label for the programmed feature buttons on your phone (some phones).
- Call queuing—Lets you place calls to a specific number in a call answering queue. Various employees can make themselves available to answer calls currently stored in the queue.
- Remote click-to-call—Lets you access your portal and use the click-to-call feature from any telephone anywhere.

### ***Using the Portal and Phone***

Many of the phone features can be accessed using more than one method, as follows:



Describes using your display and the softkeys.



Describes using the handset.



Describes using the programmable buttons.



Describes using the fixed buttons and softkeys.



Describes using your computer and your portal.

### ***Logging into the Portal***



To log into the portal:

1. Open a Web browser on your computer. Microsoft Internet Explorer version 6.0 is supported.



2. Enter the URL for your Portal (the WWW location, provided by your office phone contact). Usually *http://www.<servicename>.com/wmi/Login.jsp*.
3. Enter your portal user name and password provided by your office phone contact.
4. Click the **Remember Me** check box to keep your password for the next time, then click **Login**.

### ***Changing Your Personal Profile***

Your protected Profile contains your phone numbers making it easier to use certain phone features. Password setup and changes are also part of the profile.



To change your profile or password:

1. From the portal, view your profile or settings page.
2. Enter your address and phone number information. For each phone number, select the number of seconds you want that number to ring.
3. Check the **Publish** box to share your contact information with others in your company.
4. Click the **Security** tab to change/update your password and authorization PIN.  
Your security PIN can be 4, 5, or 6 digits long.
5. Click **Save** to save changes.

### ***Understanding Your Phone Buttons***

Many different types of telephones can be used with the enhanced phone services. However, all of the supported phones have a few things in common. They all have a dial pad for entering numbers. Most have one or more fixed feature buttons, such as a hold button or a directory button. Most have a display and one or more soft keys that execute features listed on the display. The soft keys let you access commonly used features such as transfer, conference, cancel, join, redial, voice mail access, and reach me settings. These



features vary from phone to phone, so the following sections describe, in general, how to use all of the features on a variety of different phones.

### ***Making Calls***

To make a call:



Lift the handset and dial the number.



Press the **Speaker** button, then dial the number.



If they are pre-programmed, you can press any of the speed dial buttons on the phone.



View the call logs or favorites on your display and press the number of the person you want to call.



Press the **directories** button to view the call logs, then press the number of the person you want to call.



From the portal, view the call logs or contacts and click the phone number for any caller or contact or click **Dial** and enter the number you want to dial in the **Dial** field.

### ***Putting a Caller on Hold***



Press the **Hold** softkey to put a caller on hold. To pick up a call on hold, press the line key for that call.



Press the **Hold** button, if available, to put a caller on hold. To pick up a call on hold, press the line key or the **Hold** button.




Press flash-hook or the **Flash** button. To return to the current call, press flash-hook or the **Flash** button again.


### ***Transferring Calls***




While on a call, press the **TRNS** softkey. Dial the number you want to transfer the caller to. You can either hang up (blind or unsupervised) or announce the call by waiting until the party answers (supervised or consultative transfer), then hang up to connect the call.





 While on a call, press the **Cnf/Trn** button. Dial the number you want to transfer the caller to. Wait until the other party answers and then hang up to complete the transfer. To cancel the transfer, press **CNCL**.

 On an analog telephone, flash-hook or press the **Flash** button during a call. After the initial flash-hook, dial the transfer number. Either hang up or announce the call, then flash-hook again to connect the call. If you hear a secondary dial tone when transferring to an outside number, you must enter a billing code before the call is transferred.

### ***Conferencing***

 While on an live call, press the softkey below **Konf**. Dial the number you want to conference with. After the party answers, press the softkey below **JOIN** to connect all parties. If you cannot locate the person you want to conference with, or they do not want to take the call, press **CNCL** to return to the original caller. To add additional callers to the conference repeat steps 2 and 3.

 While on an active call, press the **Konf** button. Dial the number you want to conference with. After the party answers, press the **Konf** button again to connect the party to the conference.

 On an analog telephone, flash-hook during a call. After the initial flash-hook, dial the number you want to conference with and flash-hook again to bring the first party on the line. At any time you can press flash-hook again and return to the original caller.


### ***Using the Do Not Disturb Feature***

The Do Not Disturb feature sends all of your calls to your voice mail, either before or during the ringing.


 Press the softkey below **DND** to send all of your calls to voicemail. Press the **DND** softkey again to turn Do Not




Disturb off. While set, all calls got to voicemail, which is indicated on your display.

 While your phone is ringing, press the **Do Not Disturb** feature button. This sends all calls to your voice mail until you release the feature.


When Do Not Disturb is active, the light next to the Do Not Disturb button is lit or an icon displays.


 For any telephone, you can activate or deactivate the Do Not Disturb feature from the Home page of your Web-based portal.


 On analog phones, press **\*78** (the Do Not Disturb code) while the telephone is off-hook. Deactivate the Do Not Disturb feature by pressing **\*79** (the deactivate Do Not Disturb code) while the telephone is off-hook.


### ***Checking for Voice Mail Messages***

The message waiting light is lit and/or blinking when you have one or more voice mail messages.

 Press the softkey below **Vmail** to call your voice mailbox. Once you are connected, enter your password and follow the spoken instructions.

 Press the **Msg** or **voice mail** button to call your voice mailbox. Enter your password to check your messages.

 Press the speed dial feature button, if you have one assigned, to access your voice mail system. Enter your voice mail box number, then your password.

 On an analog telephone, dial your voice mail access number, then enter your mailbox number and password.

### ***One Touch Dialing and Feature Access***

Instantly call another party by touching a single button on your phone. After programming, you can label your phone buttons.


 Add a contact or a feature to a programmable feature button using the **My Phone** page. Select an available



button and enter a label and number or select a feature. Then click **Assign**. Press the programmed button to call the speed dial number or use the feature.



### ***Using the Intercom***

There are two types of intercomming, intercomming with any phone in your call group, or intercomming with any phone in your company. To intercom another phone:

-  Pick up the handset, press the **SPKR** button, or press a line key. Dial **\*96** and then dial the extension you want to intercom, then press **#**. Your colleague hears a beep, then his/her phone goes off-hook and the microphone is activated. You can now begin speaking.

### ***Picking Up a Call Ringing at Another Extension***

There are two ways you can use your phone to pick up a call ringing at another extension:

-  For directed call pickup, pick up the handset, press the **SPKR** button, or press a line key. Dial **\*53** and then dial the extension where the call is ringing. You are connected to the caller.
-  For group call pickup, pick up the handset, press the **SPKR** button, or press a line key. Dial **\*54**. You are connected the last call ringing at an extension in your company. To pick up the call quicker, press **\*54#**.

### ***Viewing, Tracking, and Placing Calls Using the Call Logs***

You can view and make calls from your missed, incoming, and outgoing call logs using the portal or phone display. The logs display the last ten calls placed to or from your phone. The feature uses caller ID to show the date and time of the call and the caller's name if the calling number is in your contacts list.



To view, track, and make calls from your portal logs:

1. Access your call logs then select missed, incoming, or outgoing.
2. Click the caller's phone number to initiate a call.
3. Click **Dial** in the confirmation window. Pick up the phone to connect, or stay in speaker mode.



To view, track, and make calls from your phone logs:

1. Before picking up the phone, press the **Calls** or **MENU** softkey or press the **Menu** button. Scroll through the menus and use the softkeys, or the navigation keys to select the log you want to view.
2. To call someone from the logs, press the number on your dial pad that corresponds to the caller.

A call is started instantly using the speaker.

### ***Using Email to Respond to a Call***



To send an email to a caller:

1. View the call logs using your portal. Select the log you want to view.
2. Click the envelope next to the caller's name. Your default email tool opens with your contact's email address in the **To:** field. An envelope is shown next to the caller's name only if you have entered the caller's email address in your contacts.
3. Compose your email and click the **Send** button.

### ***Using the Contacts Directory***

The contacts directory stores phone numbers for all employees, company contacts and personal contacts. You can view and call any employees or contacts listed in your contacts directory from the portal or phone display.



To view a personal contact, click the **Contacts** tab. Contact information displays.



To find a contact, either enter all or part of the persons first name, last name, or phone extension in the **Search** field, and press **Return** or **Go** or click the **Advanced Search** tab. Enter the search criteria you want to use and click **Search**. Contact information displays.

To view your entire contacts list, click **Go** or **Search** on the **Advanced Search** tab. To place a call from your portal, view your contacts list and locate the person you want to call using the search feature. Click the number of the person you want to call. Then click **Dial** in the confirmation window. Pick up the phone to connect, or stay in speaker mode.



You can place calls to certain contacts using the display on your phone. You must specify that the contact is a favorite by assigning a speed dial number to the contact. To set a speed dial, click the name of the contact and edit their contact information.



To view your favorites and place a call using your phone display:

1. Before picking up the phone, press the softkey below **MENU** or **Favs** or press the **Menu** button, if your phone has one. Use the softkeys to scroll through the menu.
2. Select **Favorites**. Scroll through the list of favorites.
3. To call a favorite, press the number on your dial pad that corresponds to the person's name or choose the favorite and click **Select**.

### ***Adding Contacts to your Contacts List***

Contacts can be added from the call logs or directly using the Contacts page. Contact information lets you click to dial, click to email, set a speed dial code, set a speed dial button on your phone, and add the contact to a find-me follow-me group.



To add contacts using your portal:

1. Click **New** from the **Contacts** tab to add a contact.



2. Enter the contact information on the **General**, **Home Address**, and **Phone Numbers** tabs.
3. On the **Settings** tab, assign the contact to a group if you want calls from this contact forwarded using the Find Me feature. Select a speed dial code for the contact if you want to call them from the display or using a speed dial code. The primary number is the number displayed in your contacts list and the number used for click to call.
4. Click **Save**.

### ***Forwarding Your Calls to Inside or Outside Numbers***

You can receive all of your calls at your desk phone or you can forward your calls to another extension or any outside number. You can also direct your calls to specific numbers depending on the caller, using the Find Me feature.



To view or change the way your calls are forwarded using your portal, access the **Reach Me** frame from the Home page. Select one of the following forwarding options:

- To route calls to your desk phone, select **At my desk phone** and click **Save** or **OK**.
  - To route calls to a different number when you do not answer your desk phone, click the **no answer** link and enter the phone number to which you want calls forwarded in the **When I do not answer a call, send the call to:** field, then click **Save**.
  - To route calls to a different number when are on another call, click the **busy** link and enter the phone number to which you want calls forwarded in the **When my phone is busy, send the call to:** field, then click **Save**.
- To route calls directly to your voicemail box, select **Send All Calls to Voicemail** and click **Save** or **OK**.



- To forward calls to another number, click one of the links to forward to a number in your profile or enter the extension or full 10-digit number in the **Send all calls to:** field and click **Save** or **OK**. Click indefinitely if you never want the call to go to your work voicemail.



To view or change the way your calls are forwarded using your display:

1. Before picking up the phone, press the softkey below **MENU**, press the **Menu** button, if your phone has one, or press **ReachMe**. Use the **Scroll** button to scroll through the main menu.
2. Select **Reach me**.
3. Select **Curr setting** to view your setting, or select **Chng setting** to forward your calls to another destination.

Select one of the available preset options, or select **Other**, and enter the full 10-digit phone number you want to forward your calls to.

### ***Using the Find Me Feature***

The Find Me feature lets you choose whose calls you will take and whose you won't.



To use the Find Me feature:

1. Add contacts to your directory and assign them to a group (VIPs, Friends, Family) using the **Settings** tab.
2. Decide when you want your calls forwarded and for which callers (VIPs, Friends, Family) by setting up a call treatment (Standard, AtLunch, GoneHome). Click **New** or select one of the existing call treatments on your Call Treatment (ComCierge) page to set a treatment.
3. If you click **New**, enter the call treatment name in the popup window and click **Save**.
4. Select the treatment you want to edit from the **Edit** drop-down list, then click the group you want to edit.



5. Enter the numbers in the order that you want your calls forwarded and **Save Changes**. Repeat for each group of callers.
6. Click **Advanced Settings** to set the destination if your work phone is busy, enter a number or select the link to one of your other numbers.
7. To start the Find Me call forwarding, select the appropriate call treatment in the ReachMe frame on your portal home page or the ReachMe option on the phone display.
8. Click **Save**. Call forwarding starts.

### ***Parking a Call***

The Call Park feature works with the Call Pickup feature to let you pick up calls assigned to a specific extension.



To park a call using the display:

1. While on a live call, press the softkey below **Menu** or press **Park**.
2. Press the softkey below **Park**, or the number that corresponds to Call Park feature. Your current extension number is the default park destination.
3. Press the softkey below **OK** to park the call at your extension, or press the softkey below **CHANGE**, and enter the new park destination followed by a #, then hang up after you hear the confirmation tone. To cancel parking the call, press the **CNCL** softkey. After 2 minutes, calls ring back to the original number.



Press the **Call Park** feature button, enter the park destination, then hang up. After 2 minutes, calls ring back to the original called number.



Press flash-hook, then press **\*98** (the call park code) and dial the extension where you want to park the call. Then hang up after you hear the confirmation tone. In all cases, you hear a two-second dial tone for confirmation when the call is successfully parked.



### ***Picking Up a Parked Call***

This feature lets you pick up calls that were parked at a specific extension. There is no indication that a call is parked at an extension.



To pick up a parked call using the display:

1. Before picking up the phone, press the softkey below **Pickup**, or press the softkey below **Menu** and then press the number on your dial pad for **Call Pickup**.
2. Press **#** to pick up a call that is parked at your number, or dial the number where the call is parked, followed by **#**.



Press the **Call Pickup** feature button, and enter the extension where the call is parked.



Pick up a parked call by first going off-hook, then after you hear a dial tone, press **\*99** (the call pickup code) and the extension where the call was parked. If the pickup is successful, you are connected to the parked call.

### ***Checking In/Out of a Calling Group***

Special buttons should be programmed on your phone if your company has assigned you to a call answering queue. If no buttons have been programmed, follow these steps:



Add the Rep Check-in/Out feature to a programmable feature button using the **My Phone** page. Select an available button and select this feature. Then click **Assign**. This feature actually assigns two buttons on your phone, one for checking in and out of a group and one for making yourself available or not. If two buttons are not available on your phone, you will not be allowed to select this feature.


To check in and out of the queue after the buttons have been programmed:




Press the **Rep Check-in/Check-out** button to check yourself into a ComMerchant Group. Enter your 4-digit



pass code, if one has been assigned. The LED next to the **Rep Check-in/Check-out** button is lit when you are checked into the group.

-  Press the **Agent Avail** button to make your extension available/unavailable for calls from the call center group. The **Agent Avail** LED is lit when you are available.

### ***Using the Authorization PIN***

-  Your authorization PIN lets you make external calls from a phone that is restricted to dialing internal numbers only.

Per default your authorization PIN consists of the last four digits of your extension number. You can change your authorization PIN in the Security settings on your My Profile page in the portal, as described in “Changing Your Personal Profile” on page 5.

To make an external call from a phone that is restricted to internal dialing, press the following key sequence:

*\*80\* <extension> \* <PIN> \* <number>*

Where *<extension>* is your extension number, *<PIN>* is your authorization PIN, and *<number>* is the external number you want to call.

### ***Using Star \* Codes***

To use the \* codes, lift the handset or press the **Speaker** button, then enter the \* code you want to use:

<b>Dial</b>	<b>Description</b>
*00	Redials the last number called.
*01 – *20	Reserved for personal speed dial numbers.
*21 – *49	Reserved for company speed dial numbers.
*50	Turns on the billing code feature for this call only.



<b>Dial</b>	<b>Description</b>
*53	Activates the Directed Call Pickup feature, which lets you retrieve a call that is ringing at another extension by dialing *53 followed by the extension.
*54	Activates the Group Call Pickup feature, which lets you pick up the first of any calls currently ringing at any extension in your call group.
*57	Activates the annoyance call trace feature. You can trace an annoying phone call after you hang up by pressing *57.
*62	Activates the call forwarding busy feature. This feature lets you forward all incoming calls to a specified number when your desk phone is busy. Press 62<number>#, where <number> is the internal or external number to which you want the calls forwarded.
*63	Turns off the call forwarding busy feature.
*66	Redials the last incoming number when the phone is busy.
*67	Blocks your number from being transmitted on any outgoing call by pressing *67 before dialing the number.
*69	Activates the Call Return feature for the last incoming call, which lets you redial the last incoming call.
*70	Turns off Call Waiting on analog phones for the current call only. When activated, a second incoming call is automatically transferred to your voice mail box.
*72	Activates the call forwarding feature. This feature lets you forward all incoming calls to another number. Press *72<number>#, where <number> is the internal or external number to which you want all calls are forwarded.
*73	Turns off the call forwarding feature.
*78	Turns on the Do Not Disturb feature on analog phones only, all calls go to voice mail and the local phone does not ring.
*79	Turns off Do Not Disturb on analog phones only.
*80	Lets you make an external call on a phone that allows internal calls only. You must dial *80 followed by your extension number, your authorization pin and the phone number you want to call, as follows: *80*<extension>*<PIN>*<number>
*82	For users with caller ID blocked. Press *82 before dialing to selectively unblock the caller ID on any outgoing call.

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<b>Dial</b>	<b>Description</b>
*92	Activates the call forwarding no answer feature. This feature lets you forward all incoming calls to a another number when you do not answer your desk phone. Press *92<number>#, where <number> is the internal or external number to which you want all calls are forwarded.
*93	Turns off the call forwarding no answer feature.
*96	Lets you use your telephone as an intercom.
*98	Parks a call on a specified number.
*99	Picks up a call parked on your own number.

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