

PARK/RETRIEVE CALLS

Call Park is a shared hold that allows you to "park" a call on one phone and retrieve it on another phone.

Park Call

- Press the **XFER** softkey
- Enter *53 and press the **DIAL** softkey.
- Listen to the "parked" message
For example: "Your call will be parked on orbit 01."
- Press the **XFER** softkey again

Retrieve Parked Call

- Enter *54 followed by the orbit code: for example, *5401
 - Press the **DIAL** softkey or **SPEAKER** button or lift the handset
- NOTE:** Based on your business' configuration, your phone may have one or more dedicated **PARK** buttons, usually labeled as "Park 1" and "Park 2," etc.

Park an active call using a dedicated PARK button

- Press a **PARK** button with a solid green light indicating it's available
- The **PARK** button will then blink red, to indicate a call is parked

Retrieve a parked call using a dedicated PARK button:

- From any phone, press the **PARK** button for the call you wish to retrieve



ADDITIONAL INFORMATION

Your phone number:	
Your extension:	
Code to dial an external number:	
Access your phone settings online:	https://mymetronet.net/commportal
Repairs, questions, or concerns about your service:	Contact your local administrator or dial 877-407-3224 for assistance.
HPBX phone tutorial:	http://metronetinc.com/business/voice/hpbx/tutorial/story.html

#	Component	Description
1	Handset	Lift to place or answer a call
2	Message Indicator	Displays solid red when you have a new voicemail; flashes red during an incoming call
3	LCD Screen	Shows the current date and time, your direct telephone number or extension, active call information, call history, and menus.
4	Line Keys	Line Keys indicate the status of your lines and calls. The backlighting lets you know whether a line is - Idle, with a Solid Green Light - Is Ringing with a Quick Flashing Red Light - Is in use with a Solid Red Light, or - Is on hold with a Slow Flashing Red Light By default, the top two LINE buttons are programmed to make and receive calls. The bottom two buttons are customizable based on your business' needs.
5	Softkey buttons	Perform the functions that appear directly above them on the display screen. Softkeys are context-sensitive, which means their functions change depending on your current activity. For example, when you're on a call, the softkeys display functions related to that call. To view any additional softkeys, scroll to the right using the navigation key.
6	Navigation button	Press left or right, up or down, to scroll through the options, lists, and menus on the display.
7	Messages button	Press to set up or access voicemail
8	Hold button	Press to place a call on hold
9	Setup button	Press to access menu to configure features & preferences
10	Mute button	Press to mute/unmute phone; when phone is muted this button will be red.
11	Volume button	Press + to increase and - to decrease volume.
12	Headset button	Press to turn headset on/off. When the headset is on this button will be green.
13	Speaker button	Push to turn speaker on/off. When the speaker is on this button will be green.
14	Keypad	Use to dial phone numbers, enter letters, and choose menu items.
NOTE: Your phone may be slightly different than the graphic above.		

**Hosted PBX
Quick Reference Guide**

Hosted PBX Quick Reference Guide

PLACE A CALL

Option 1

- Enter the phone number or extension without lifting the handset
- Pick up the handset and press the **DIAL** softkey or **SPEAKER** button to start your call

NOTE: This option is preferred because it gives you more time to enter the phone number or extension and allows you to easily correct errors using the **DEL/CHR** or **CLEAR** softkey.

Option 2

- Lift the handset and enter the phone number or extension
- Press **DIAL** softkey or **#** sign, or wait 2-3 seconds for call to connect

NOTE: Based on your business' configuration, you may need to dial '9' - or another digit - before calling an outside phone number.

ANSWER/DECLINE A CALL

With an incoming call, your phone will ring and you'll see the caller's name and number displayed on your screen.

Answer Incoming Call

- Pick up the handset or press **ANSWER** for speaker

Decline Incoming Call

- Press **IGNORE** softkey and the incoming call will be diverted to voicemail (if available)

CALL WAITING

If you receive another call while on the phone, you'll hear a beep and see caller ID information for the second call.

Answer Incoming Call

- Press **ANSWER** softkey and your active call will be placed on hold and your incoming call will be active

Decline Incoming Call

- Press **IGNORE** softkey and your incoming call will be diverted to voicemail (if available)

FORWARD CALLS

Redirect an incoming call to another extension or phone number.

Enable Call Forwarding

- Press the **CFWD** softkey, enter the destination extension or phone number and press the **DIAL** softkey
- You'll see calls forwarded displayed on your screen

Disable Call Forwarding

- Press the **CFWD** softkey again

NOTE: If your phone is part of a "hunt group", using call forward will redirect all calls destined for the group, not just calls to your extension.

HANDLE MULTIPLE CALLS

View call information when you have more than one active call.

- Use the circular **NAVIGATION** button to scroll up and down

Switch Between Calls

- Use **LINE** buttons and **HOLD/RESUME** softkeys

DO NOT DISTURB

Do not Disturb prevents incoming calls from ringing your phone.

Enable Do Not Disturb

- Press the **DND** softkey

NOTE: When Do Not Disturb is enabled, all incoming calls will be diverted to voicemail (if available). To receive calls again, you must disable Do Not Disturb by pressing the **DND** softkey again.

USE VOICEMAIL

Set Up Voicemail

- Press the **MESSAGES** button and follow prompts to choose your PIN and record your name and personal greeting.

New Voicemail

- The voicemail message indicator will light up
- An envelope icon will appear next to your telephone number
- You will hear a stutter dial tone when you pick up your handset or press the **SPEAKER** button

Retrieve Voicemail

- Press the **MESSAGES** button and follow voice prompts
- Enter your voicemail PIN followed by the **#** sign
- Follow the voicemail system's interactive menu to listen, save, reply, forward or delete messages and manage your mailbox settings

PLACE A CALL ON HOLD

Place Call on Hold

- Press the **HOLD** button or the **HOLD** softkey
The caller will be placed on hold and will hear your business' hold music until you resume the call.

Retrieve Held Call

- Press the **HOLD** button again, press the **RESUME** softkey
- Or press the **LINE** button where the call is being held

NOTE: A call on hold is indicated by a slow-blinking red light.

THREE-WAY CALLING

Initiate a Three-way Call

- Press the **CONF** softkey, enter the extension or phone number of the third party and press the **DIAL** softkey
- When the third party answers, press **CONF** softkey again to connect

End a Three-way Call

- Simply hang up the phone

Leave the call and allow the other parties to stay connected

- Press **JOIN** softkey

TRANSFER A CALL

Blind or Cold Transfer

- Press the right **NAVIGATION** key to display additional softkeys
- Press the **BXFER** softkey
- Enter the extension or phone number
- Press **DIAL** softkey to complete the transfer

NOTE: This sends an incoming call to another party before you speak to the caller.

ANNOUNCE CALL BEFORE TRANSFERRING

Warm Transfer

- Press the **XFER** softkey
- Enter the extension or phone number
- Press **DIAL** softkey
- Call will be placed on hold while the destination party's phone rings

NOTE: This lets you "announce" a call before transferring, for example, if you need to see if they want to take the call.

- "John Smith calling for you"
- Press the **XFER** softkey again

If the destination party cannot take the transferred call

- Press **END CALL** softkey

Return to Original Call

- Press the **RESUME** softkey or the **LINE** button where the call is holding

CALL HISTORY

Access Call History

- Press the **MENU** Button
- Scroll down to Call History using the **NAVIGATION** key
- Press the **SELECT** softkey.
- Scroll down to the type of call list you want to see
- Press the **SELECT** softkey.

Call Number from Call History

- Scroll up or down through the call list to find the entry
- Press the **DIAL** softkey
- Press **SPEAKER** button, or lift handset to place the call

Quick Access to Missed Calls

- Press **MISS** softkey which appears when you have new missed calls
- Press **LCR** softkey immediately to call back most recently missed call

NOTE: This information is also available and can be exported from the MetroNet CommPortal.