

# MCCSD

## TRAINING SESSION

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### 1. ALE Essential DeskPhone 20/20h/30h

#### Main Screen

The Main screen displays your line Appearances and your programmable buttons ie. speed dial

#### Menu Screen

The Menu screen lists features and applications ie phone settings

#### Info Screen

The info screen displays information about the telephone and its status. ie. Voicemail

#### Forward Key

Manage your call forwarding by pressing the key associated with the forward icon.

#### Screen Navigator Buttons

##### OK Key

Use this key to validate your choices and options while programming or configuring. In idle state, press Ok key to switch on/off backlight.

##### Left-Right Navigator

In idle state, use this key to move from one page to another. In conversation, use this key to move between tabs of current calls (call in progress, call on hold, incoming call)

#### Up-Down Navigator

Used to scroll through the content of a page.

#### Back/Exit Key

Use this key to go back to the previous step. Use this key to go back to the homepage (long press)

### 2. MAKING CALLS

#### Internal Call

- Lift handset and dial internal extension number.

#### External Call

- Lift handset dial 5 + external telephone number.

#### Speakerphone

- To activate speakerphone, press speakerphone button and replace handset.
- Lift handset and the speakerphone is disabled automatically.

#### Microphone Mute

- While on call – press mute button
- Mute button will flash indicating microphone is muted.
- To disable mute press mute button again

#### Redial

- Press the redial button. The last number is redialed
- Press and hold the redial button the last 8 calls will be listed

### 3. HOLD

- While on a call – Press white soft key next to Call in Progress on your display screen.
- Call will be on hold. The on-hold icon is a musical note
- Retrieve the call by pressing the white soft key next to The on-hold icon. (when using the soft white hold key any telephone within that group can retrieve the incoming call.)

**Hard Hold Button** – Located on telephone instrument.

When the Hard Hold button is pressed only that telephone Can retrieve the in-coming call

### 4. TRANSFER CALL

#### Announced Transfer

- Press incoming New Call
- Dial desired extension or number.
- When second party answers announce call
- Press transfer button to complete call

#### Blind Transfer

- Press incoming New Call.
- Dial desired extension or number
- Press Transfer to complete

### 5. CONFERENCE CALL

Allows you to add up to 5 additional parties

- While on a call – dial 2<sup>nd</sup> party (internal or 9+external number)
- Press the Conference soft key.
- Calls are joined.
- To cancel the conference call and return to 1<sup>st</sup> caller press End Conference

### 6. RING PATTERN, VOLUME, CONTRAST ADJUSTMENT

#### Ring Pattern (16 options)

- From Menu screen, select the Settings soft key
- Select Set.
- Select Ringing.
- Select Internal or External call.
- Use the Navigator Button to scroll through and select melody by pressing the associated soft keys.

#### Ring Volume (12 Levels)

- From the Menu screen, select the Settings Soft key.

- Select Set
- Select Ringing
- Select Level
- Press + or – designation to select desired level.
- Press OK.
- Press End

