

# Using the PhoneSuite<sup>®</sup> Console

## Answering Calls



<b>Answer incoming call</b>	Press flashing call button	
<b>Transfer call to extension</b>	Dial extension number	Press C to connect
<b>Transfer call to trunk</b>	Dial 9 (or 8 or 81-89) then the phone number	Press C to connect
<b>Cancel transfer in progress</b>	Press D	

## Making Calls



<b>Call Extensions</b>	Dial extension number	
<b>Make a phone call on a trunk</b>	Dial 9 (or 8 or 81-89) then the phone number	
<b>Transfer call to extensions</b> (after console places the call)	Place call on hold. Dial extension. Wait for answer. Press held call button.	Press C to connect
<b>Transfer call to trunk</b> (after console places the call)	Place call on hold. Dial 9 (or 8 or 81-89). Press held call button.	Press C to connect.
<b>Cancel transfer in progress</b>	Press D	

## Hold



<b>Place a call on hold</b>	Press the Call button the call is on	
<b>Pick up call from hold</b>	Press the flashing Call button the call is holding on	

## Voice Messages



<b>Call an extension's voice mail</b>	Dial extension number	Dial 8
<b>Transfer a call to voice mail</b>	Dial extension number	Dial 8
<b>Retrieve an extension's voice mail messages</b>	Dial extension number	Dial 8 and extension number again

## Miscellaneous

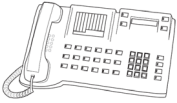


<b>Clear 911 alarm</b>	Note the alarming extension number, then Press C. Expect incoming call from the emergency response center.		
<b>Page</b> (if enabled)	Dial 55	Talk into handset	Press D when done
<b>Conference call</b> (first make each call and put it on hold)	Press flashing call button for each party to add to the conference (max. of 3, one must be trunk)		Press C to complete conference set up
<b>Set console time and date</b>	Dial *	Dial 1 to set time, 2 to set date	
<b>Reset console display</b>	Press D (to completely reset console, press Reset Console button)		
<b>Command prompting</b>	Press AA and keep pressing A to scroll through commands		

# Using the PhoneSuite® Console

## Feature Commands

For most features, press the appropriate Feature-Key button on the console. For others:



Dial:	
<b>A13</b>	and enter extension number and <b>Room Status Codes</b>
<b>A14</b>	and press Enter to <b>clear ALL Room Status Codes</b>
<b>A18</b>	and enter extension number to check the <b>duration of a call</b> in progress
<b>A20</b>	and enter extension number to <b>print a Wakeup Report</b> for that extension
<b>A21</b>	and press Enter to <b>print a Wakeup Report for ALL extensions</b>
<b>A24</b>	to view main board <b>software version</b>
<b>A26</b>	and enter extension number to display <b>Extension Outbound Call Count</b> (Model 64 only)
<b>A27</b>	and enter extension number to display <b>Extension Call Count</b> (Model 64 only)
<b>A28</b>	to assign a name to an extension (maximum of nine named extensions. Models 112/112e only)
<b>A30</b>	and enter extension number to <b>forward extension's calls to another extensions</b>
<b>A43</b>	to <b>set or clear Trunk Alarm</b>
<b>A44</b>	and enter a trunk number to <b>access that trunk directly</b>
<b>A45</b>	and press Enter to <b>check in ALL extensions</b> (PhoneSuite models 112/112e only)
<b>A51</b>	and enter extension number to <b>clear that extension's phone bill</b>
<b>A52</b>	and enter extension number to <b>revive that extension's phone bill</b> (revived calls may not be complete and may include calls from other guests who stayed in that room)
<b>A54</b>	to <b>print report of Credit Violations</b>
<b>A55</b>	to <b>print an Audit Report</b>
<b>A56</b>	to <b>clear the Audit Report</b>
<b>A59</b>	to erase and re-record <b>auto attendant messages</b> (See <i>Console User's Manual</i> for instructions)