TeleDynamic COMMUNICATIONS | we get it

digium®

D50 Quick Reference Guide

Welcome to the Digium D50 IP Phone

DIALING CALLS

Pick up the handset, or press a line key and dial a number. Or, dial a number and press the **Dial** softkey.

You can also use **Contacts** or **Call Log** to find the number you want, then press the **Dial** softkey. If you use Contacts, you can dial a coworker's Voicemail.

RECEIVING CALLS

Pick up the handset, or press a softkey. **Ignore** makes the call stop ringing but uses your Call Rules. **Transfer** begins the Transfer process (see below). **Send VM** sends the call to your voicemail regardless of your Call Rules.

During a call, you can answer another incoming call. Press the blinking **line key** to answer and put the active call on hold. Or, continue with your active call, press the **down arrow** to highlight the new call, and press a softkey.

REDIAL

Press the **Redial** button to redial the last call you made. (If you have multiple lines, Redial automatically uses the correct line.)

HOLD

During a call, press **Hold**. The line key flashes red. Press either the flashing line key or the **Resume** softkey to resume the call.

TRANSFER

- **ASSISTED**–During a call, press the **Transfer** button. Enter a number or press the **Contacts** softkey to find a number. Press the **Dial** softkey. When someone answers, inform them of the call to be transferred. Press the **Transfer** softkey, and the transfer is completed.
- **UNASSISTED** (blind)–During a call, press the **Transfer** button. Enter a number or press the **Contacts** softkey to find a number. Press the **Transfer** softkey, and the transfer is completed.
- **TRANSFER TO VOICEMAIL**–If you used Contacts for a transfer, you can press the **Transfer VM** softkey instead of **Transfer**. That transfers the call to that contact's voicemail.

CONFERENCE (3-WAY CALLS)

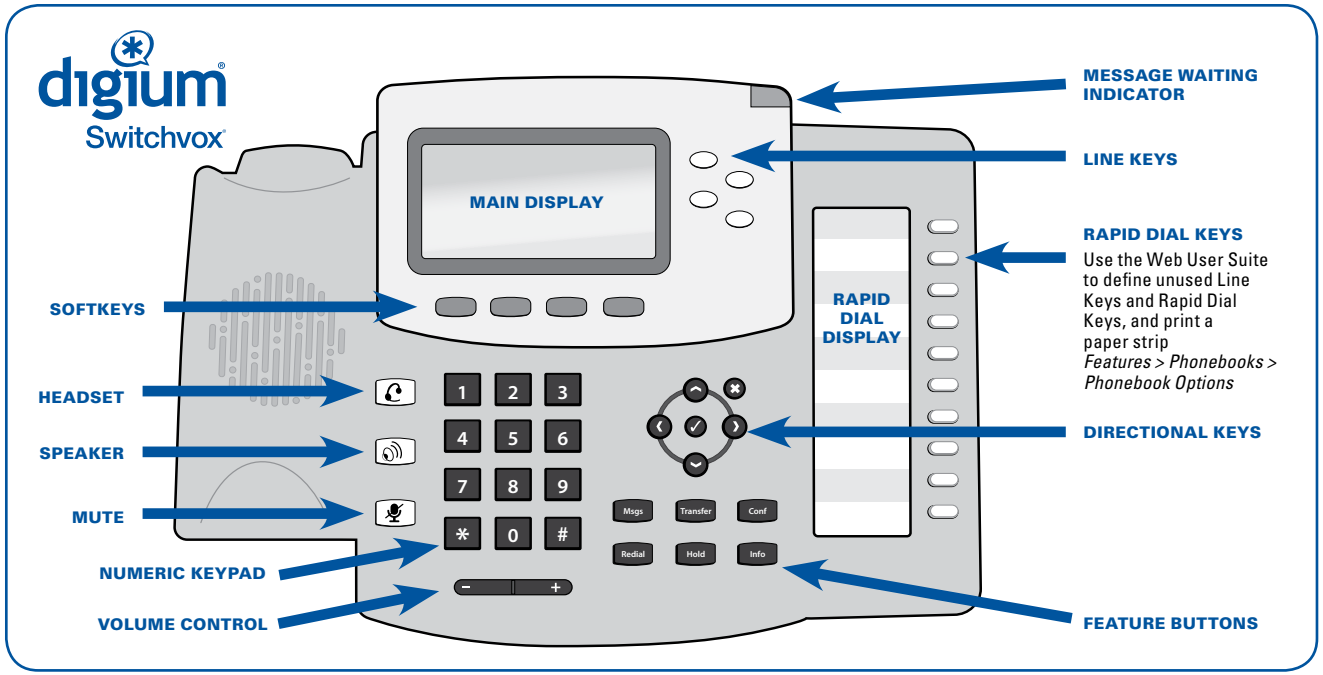
During a call, press either the **Conf** button or **Conference** softkey. Make a call, or **Resume** another existing call. Press **Conference** again to connect all participants. To end the conference and put both calls on hold, press the **Split** softkey on either call.

PARK

During a call, press the **Park** softkey. Then you or a coworker can answer the call from any Switchvox phone by either dialing that Parking extension or by pressing the **Parked Calls** softkey and answering the call. From the idle screen: press the **More...** softkey, then **Parked Calls**.

RECORD

During a call, press the **Record** softkey to begin recording. Press **Stop Record** when you are done. Recordings are in your voicemail mailbox.



CONTACTS

Contacts are used for rapid dialing, and for finding detailed information about someone. You can use Contacts from within **Transfer**, **Conference**, and **Forward voicemail**. To see the **Detail** page for a contact, press the **Show** softkey in a list of contacts. Details include the person's **Status**.

Your contacts can also define your unused Line Keys and Rapid Dial Keys. Use the Web User Suite (Features > Phonebooks > Phonbook Options) to define those Keys. The first 40 people on your Rapid Dial automatically display **Status** information.

VOICEMAIL (MSGS)

Press the **Msgs** button to display your Voicemail INBOX. Any message with an asterisk (*) has not been played. To listen to a message, select it and press the **Play** softkey.

STATUS

Press the **Status** softkey to change your status. **Do Not Disturb** sends incoming calls to your voicemail (and declines queue calls). Your coworkers see your Status on their phone or Switchboard. You can use Call Rules to manage incoming calls based on different Status Options.

INFO

Press the **Info** button followed by a rapid dial key or a line key to display a detail page for that key.

MENU

The Menu application lists options that are mostly for the Switchvox administrator. Most likely, you will not need to use the Menu.

ADDITIONAL FEATURES

INTERCOM

On a contact's detail page, you may see the **Intercom** softkey if the contact is not on the phone. Press it to talk through that contact's phone speaker.

MONITOR, WHISPER, BARGE

On a contact's detail page, you may see the **Monitor** softkey (use **More**... to scroll through softkeys). Press it to monitor that person's active call. You can only monitor if the contact is on the phone. To **whisper** into the call, press 5 (only the contact can hear you). To **barge** into the call, press 6 (both parties can hear you).

CONFERENCING

To conference with more than 3 people, dial the **conference extension** indicated here, press your conference **room number**, then press **#**. Your coworkers and external callers can join your conference the same way that you do.

Conference Extension:_____ My Conference Room # _____

QUEUES

Use this app to log into and out of call queues, and see queue details.

See your Switchvox Web User Suite to manage these and other Switchvox features (Call Rules, Ringtones, Status Options, and more).

http:// _____

Your features may vary, based on permissions assigned by the Switchvox administrator