Home / **IP Phones** / Using your Phone
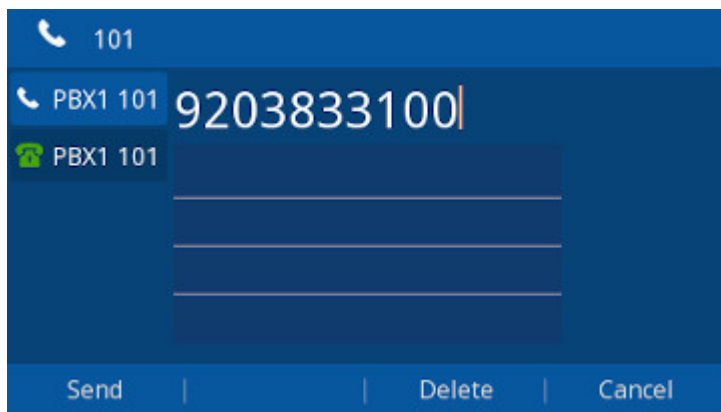
Using your Phone

Making A Call

You can make a call using the Headset, Speaker Phone, or Handset; each method is described below.

Handset

- Pickup the handset
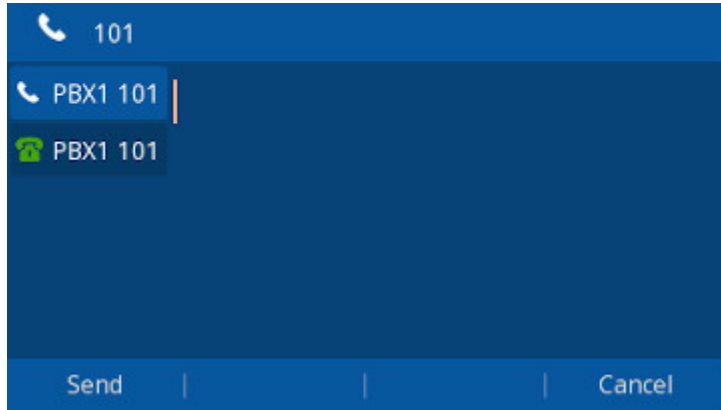
- Enter the number you want to call

- Press the Send Softkey or press #
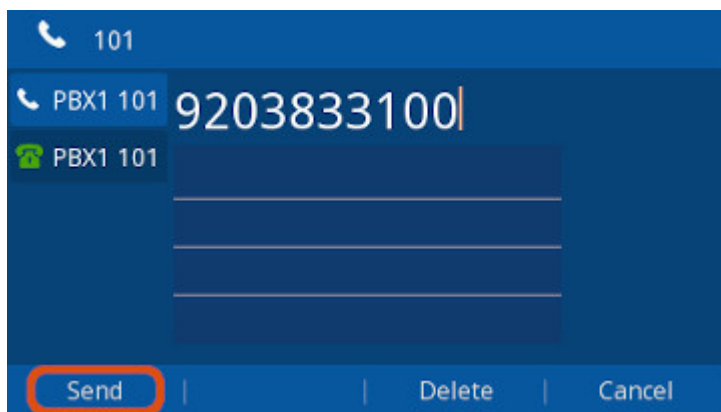
Speakerphone

- Press the ▢◀))▢ (Speaker) or a Line Key
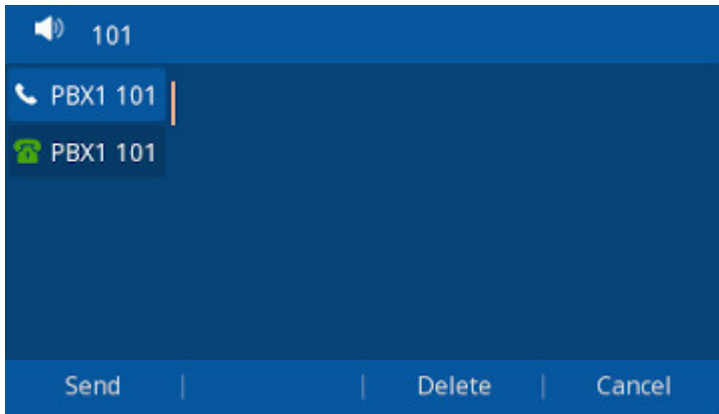
  ◀)) 101
  📞 PBX1 101 |
  ☎ PBX1 101

  Send | | Delete | Cancel

- Enter the number you want to call

  ◀)) 101
  📞 PBX1 101 9203833100
  ☎ PBX1 101

  Send | | Delete | Cancel

- Press the Send Softkey or press #

  ◀)) 101
  📞 PBX1 101 9203833100
  ☎ PBX1 101

  Send | | Delete | Cancel
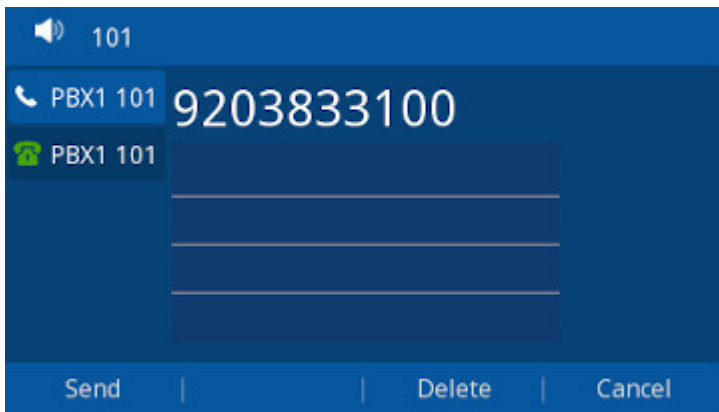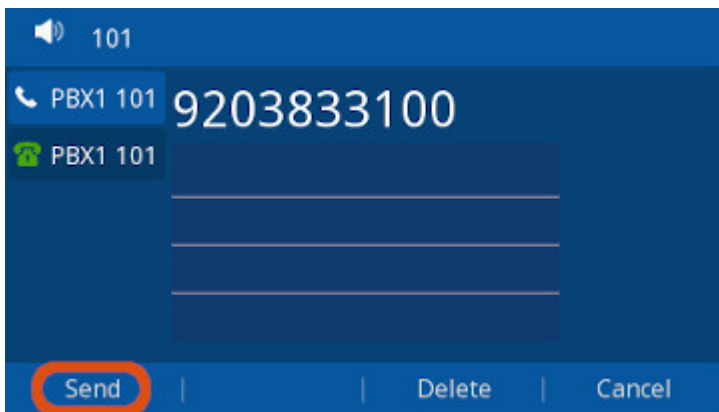
Headset

- Press the ⬤ (Headset) button.

- Enter the number you want to call

- Press the Send Softkey or press #

Answering a Call

When the Phone is actively ringing, you can answer the call via the Handset, Speaker Phone, or Headset

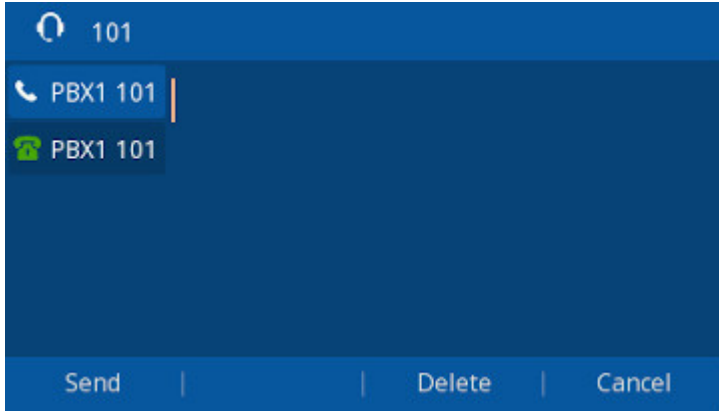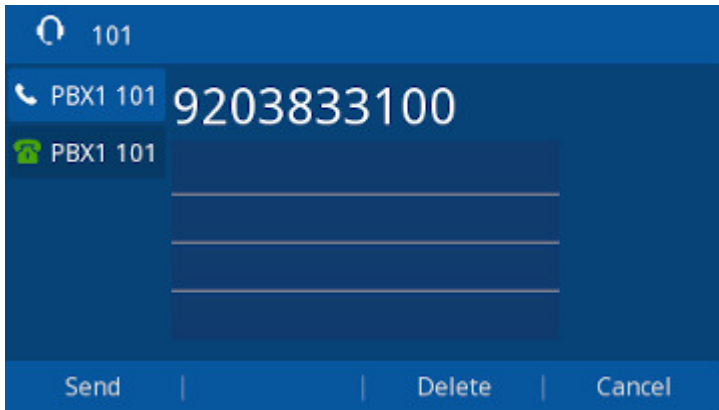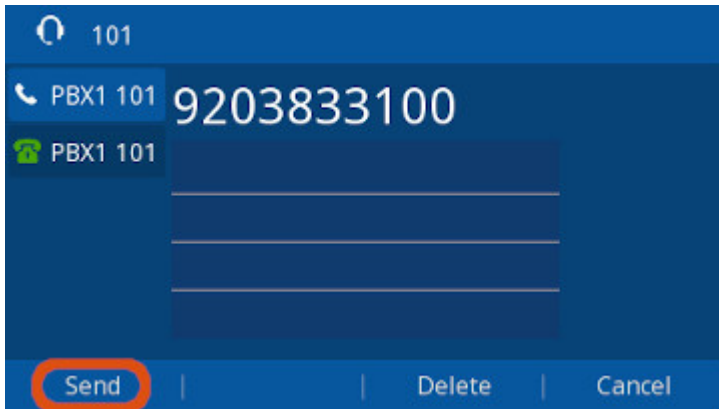## Handset

- Pickup the handset on your phone and you can start talking with the inbound caller.

Speakerphone

- Press the ◀◎ (Speaker Phone) Button

Headset

- If the phone **is not** in headset mode: Press the ◎ (headset) Button.
- If the phone **is** in headset mode: Either press the ◎ (headset) Button on the phone or the answer button on your headset.

Answer Softkey

- Pressing the **Answer** softkey while the phone is ringing will answer the call via the Handset, Speaker Phone or Headset depending on what mode the phone is.
- If the handset is already off hook when a call comes in (Rare situation), pressing Answer will answer to the Handset.
- Otherwise it will answer to the Speaker Phone and Headset depending on what mode the phone is in.
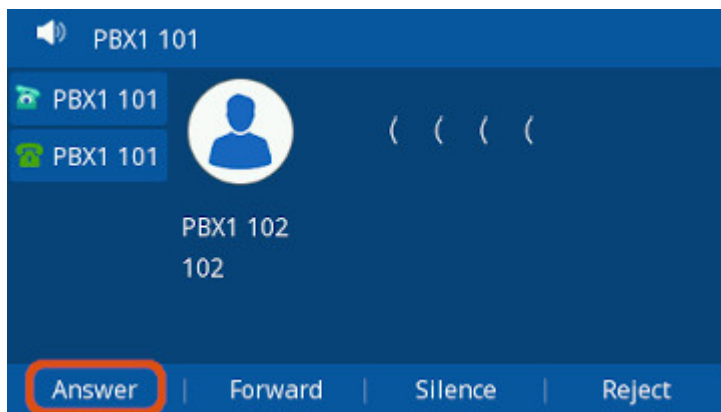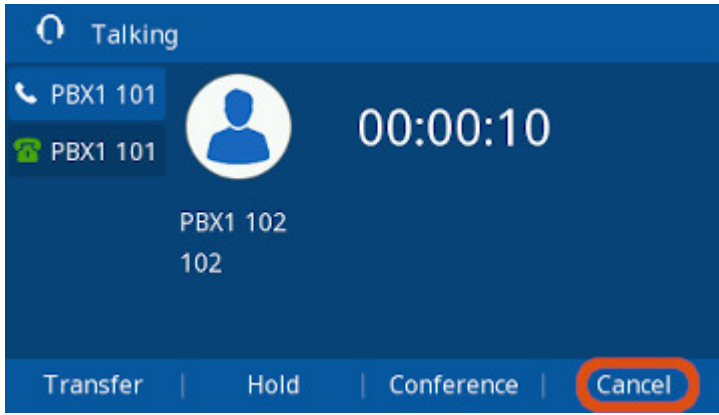

How to tell what answer mode the phone is in?

- Headset mode is Toggled on and off by pressing the ◎ (**Headset Button**)
- If the phone is in headset mode it will display a Headset Icon at the top of the screen and a text alert at the bottom.
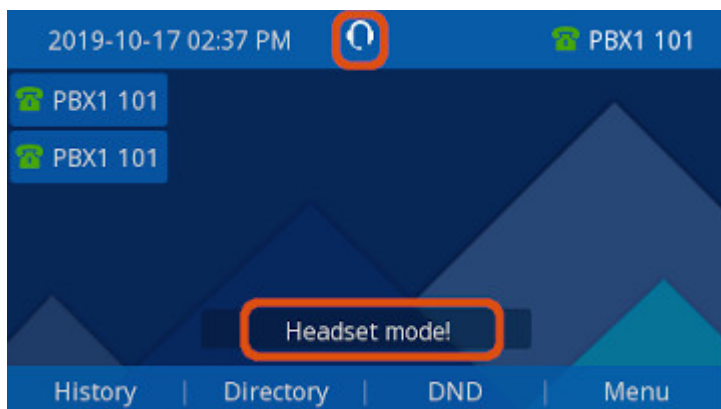
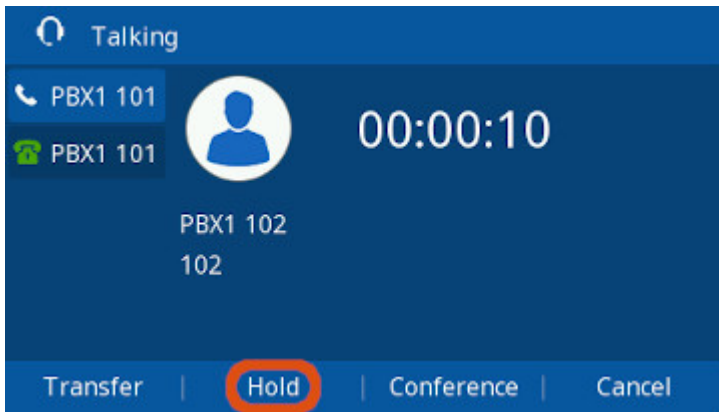# Hangup a Call

- Hangup the Handset, *OR*
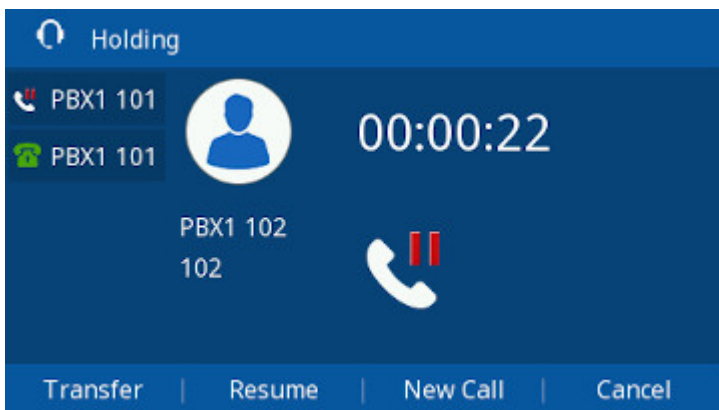- Press the Cancel Softkey

Call Hold

Placing a Call On Hold

- Press the ⬭ (**Hold**) button, *or* the **Hold** Softkey.
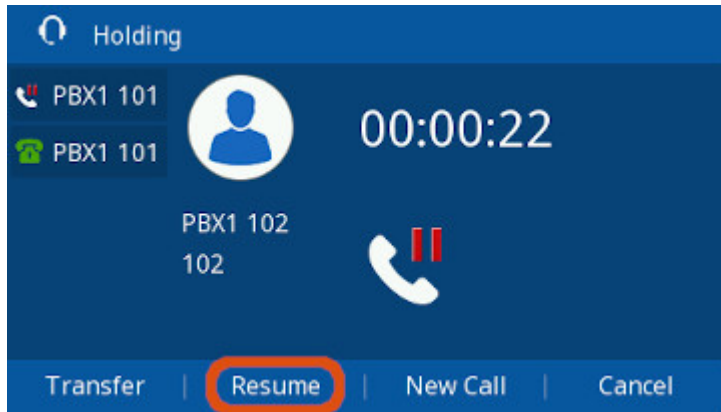

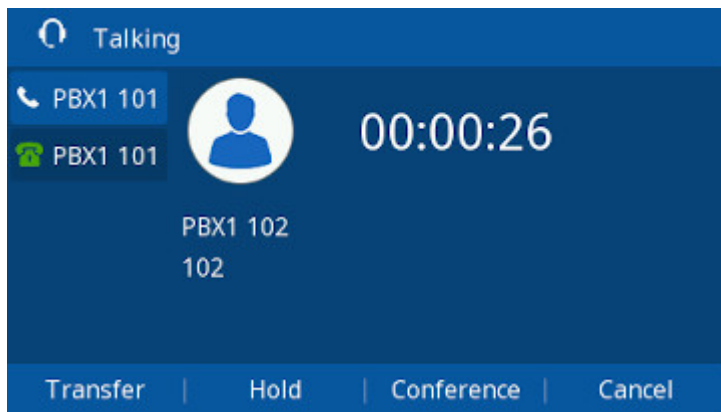- You will now see the active call is on hold

Resuming a held call

- Press the ⬭ (**Hold**) button again, *or* Press the **Resume** Softkey

- You will now be connected back with the caller that was put on hold.

Call Transferring

This wiki will cover the two methods of transferring a active call from the Phone

- **Blind**: The caller is placed on hold. While you transfer the call to another recipient without speaking to that recipient first.
- **Attended**: The called is placed on hold while you speak to (or attempt to speak to) another recipient. If the other recipient agrees to accept the call, you transfer when they are ready. If the other recipient does not answer or can't take the call you can return to the on-hold caller and/or attempt a different recipient.

Blind Transfer

- Press the ⬭ (Transfer) Button or the **Transfer** Softkey (sometime abbreviated "Xfer") while on the call, The caller will be placed on hold.
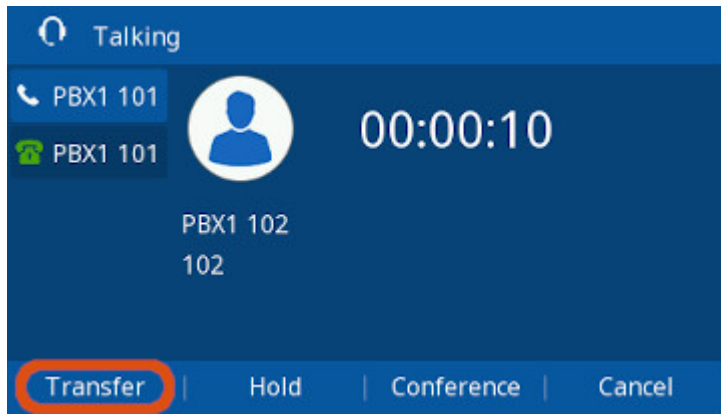
- Enter the extension you wish to transfer too.
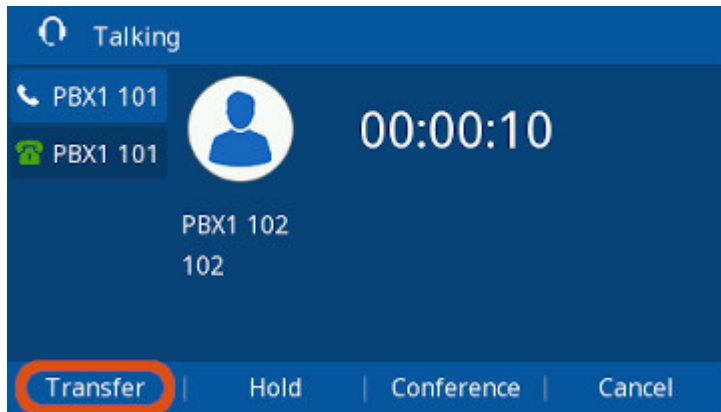
- Press the ⬚ (Transfer) Button or the **Transfer** Softkey again to complete the Transfer.
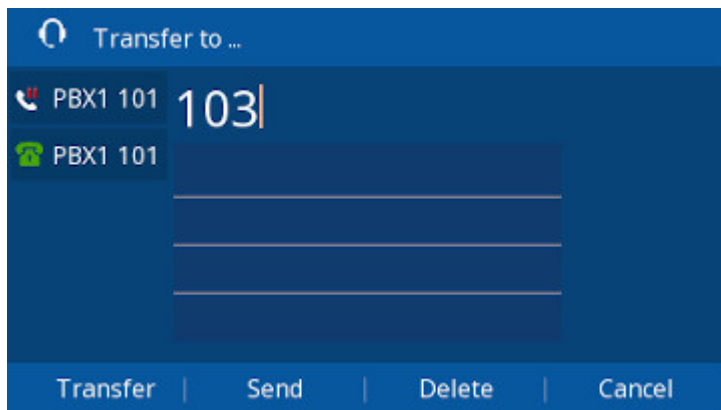

Attended Transfer

- Press the ⬚ (Transfer) Button or the **Transfer** Softkey (sometime abbreviated "Xfer") while on the call, The caller will be placed on hold.
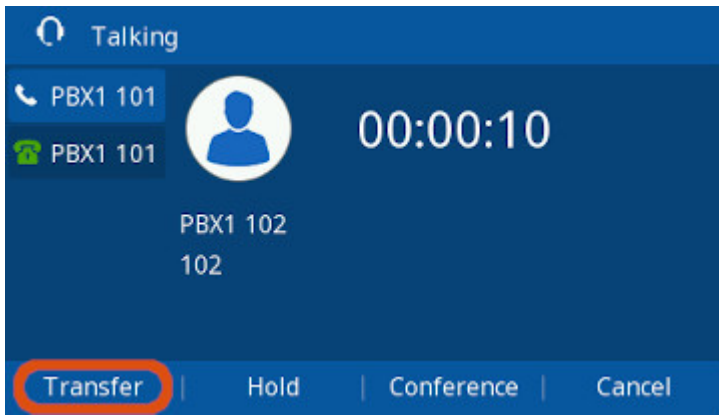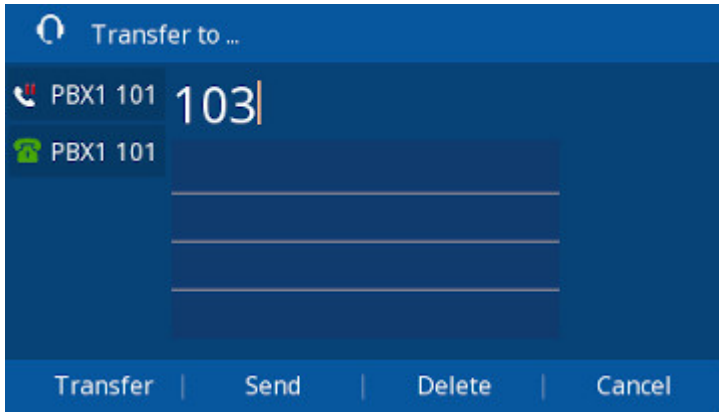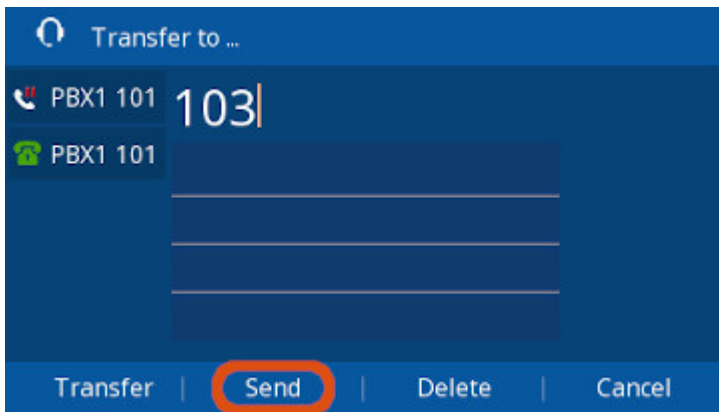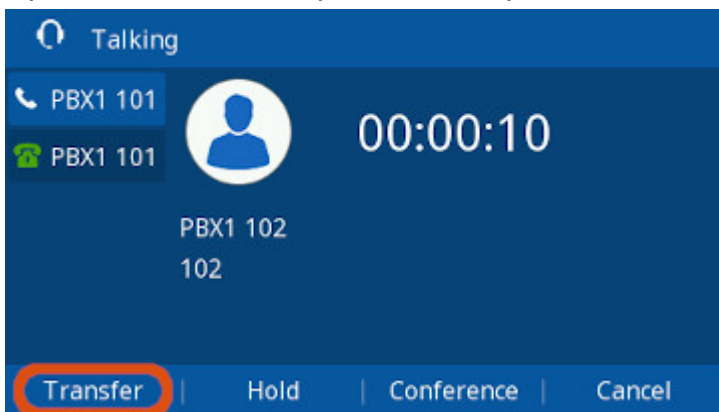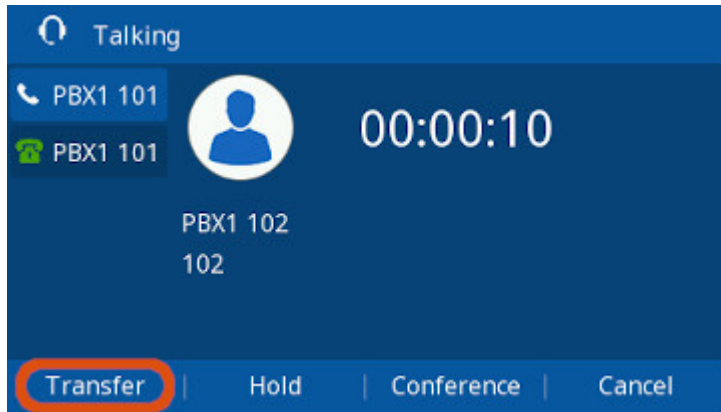
- Enter the extension you wish to transfer too.

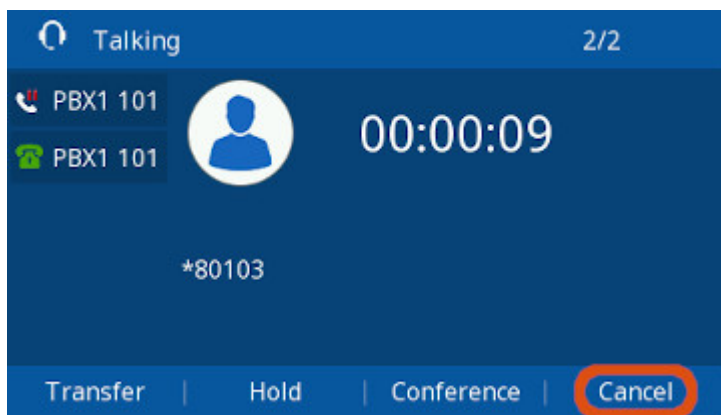- Press **#** or the **Send** Softkey

- Speak with the recipient, if they are able to accept the call.

- **To Complete The Transfer:** Press the ⬚ (Transfer) Button or the **Transfer** Softkey.

- **To Cancel the Transfer**: Press the **Cancel** Softkey to cancel the transfer and hang up with the caller you were trying to transfer to.

- You now get a screen showing that the inbound call is still on hold. At this point, you can either Transfer again via ⬚ or the **Transfer** Softkey to another recipient, or Press the **Resume** button to Speak to the Caller.
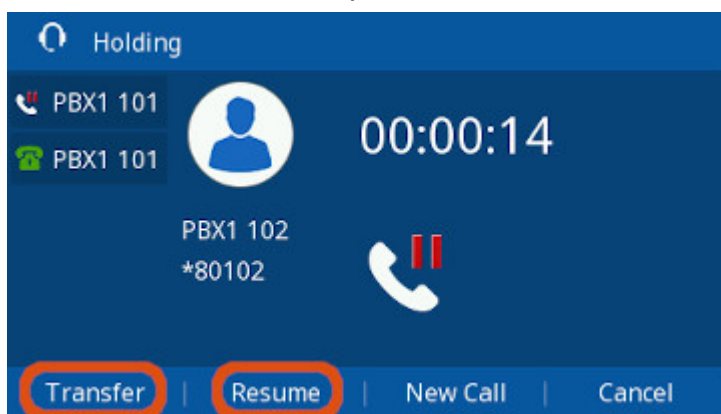
Conference Calling

- Note: You can host up to 5 callers (including yourself) natively on a Conference Call assuming you have 4 line keys on your Phone.

Creating a Conference Call

- Assuming you're on a call with Person "A" and you want to add Person "B" to the call
- Press the **Line2** Key. Person "A" will be placed on hold
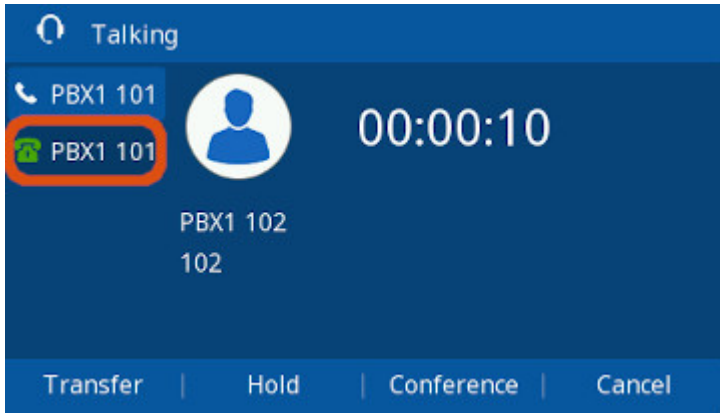
- Enter **Person "B"'s** Phone Number or Extension
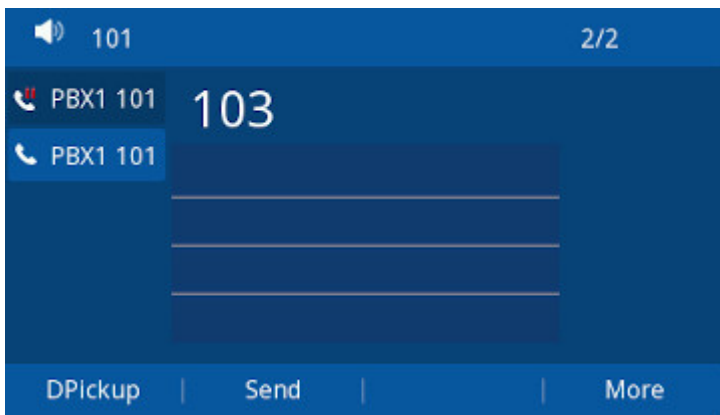
- **Press the Send** softkey or dial #

- Wait for Person B to Answer. Press the (Conference) Button or Conference Softkey.

- Person A and Person B are now in a conference with you.

Adding Additional Callers to the Conference

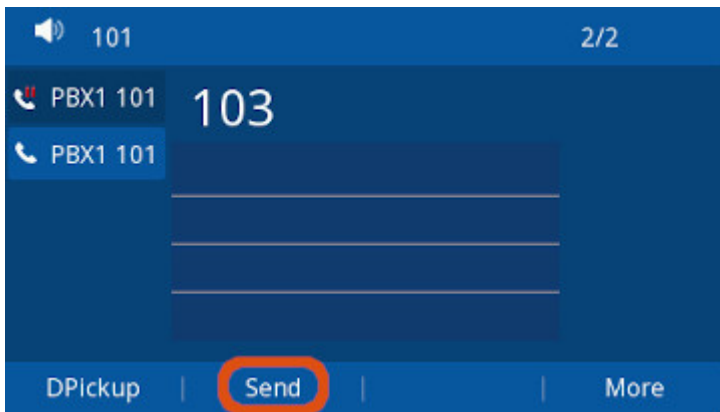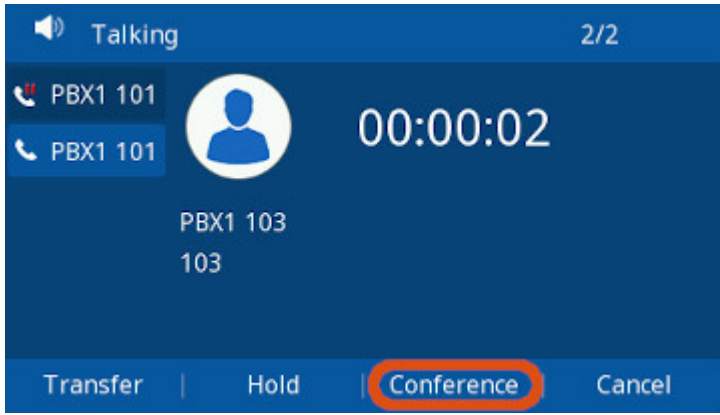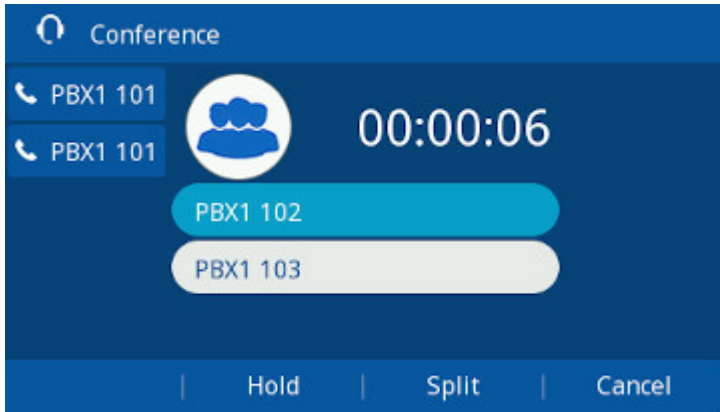- You can repeat the process above using additional line keys to add more callers to the Conference. All the Conference participants are placed on hold while you add additional participants.
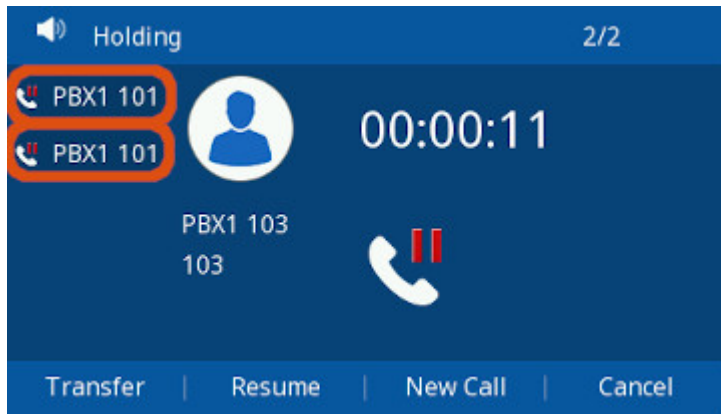Note: The number of Line Keys on your phone limits the maximum Participants, up to 5 (including yourself).

Splitting A Conference Call

- While on an active Conference call Press the Split Softkey to end the Conference and place each Individual Caller on Hold
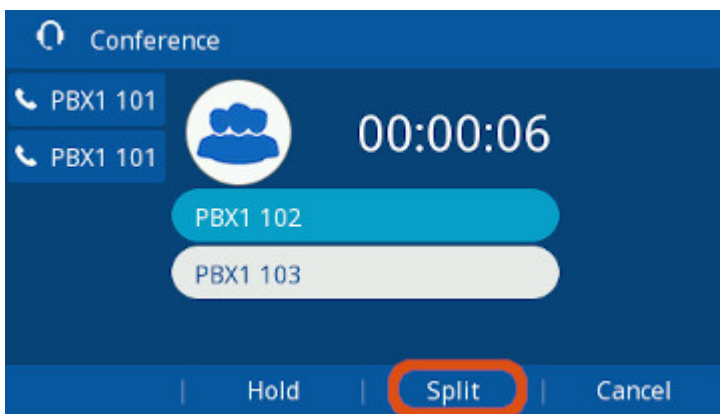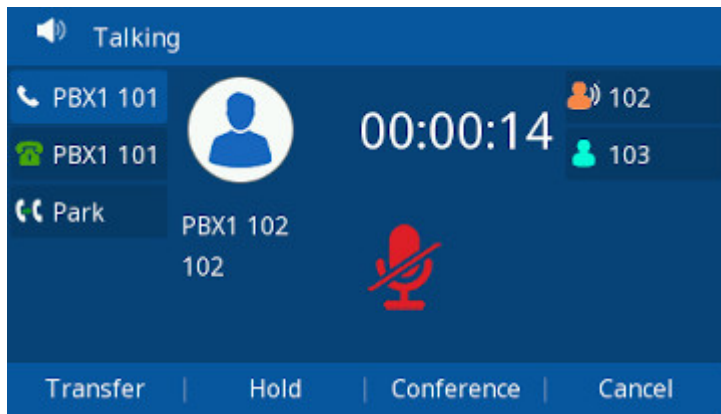

- You can then press either Line Key to pick up the Holding Callers and speak to them individually

Muting

To Mute the Microphone

- During a Call, press the [Mute icon] (Mute) Button. The Button will illuminate Red, and a Mute Icon will show up on the Phone's Screen
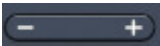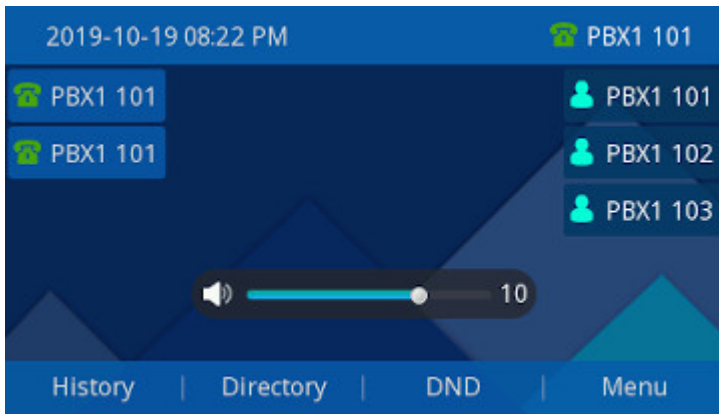

To Un-Mute the Microphone

- Press the [Mute icon] (Mute) Button Again. The Button will no longer illuminate Red, and a Mute Icon will disappear from the Phone's Screen

Ring Volume

Changing Volume

- To change the ringer volume, press the [- +] ("-" and "+") buttons on the phone repeatedly to change the volume between 0 and 14.

Muting the Ringer

- To mute the ringer, press the [─────── +] ("-") button on the phone repeatedly to lower the volume until you get a mute icon on the top of the screen.
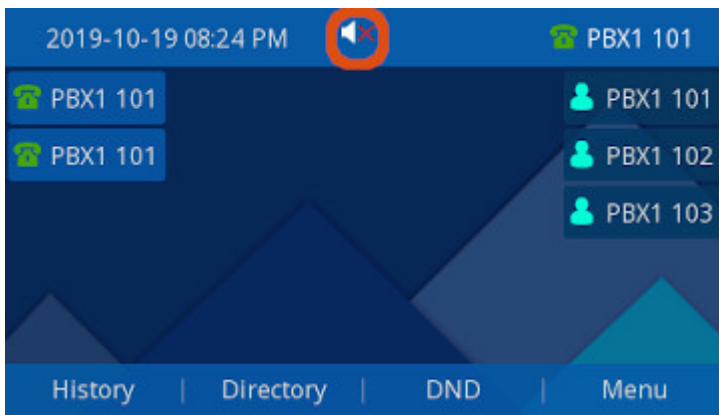
Silence Ringer for a Single Call

- While the call is ringing press the the **Silence** Softkey.
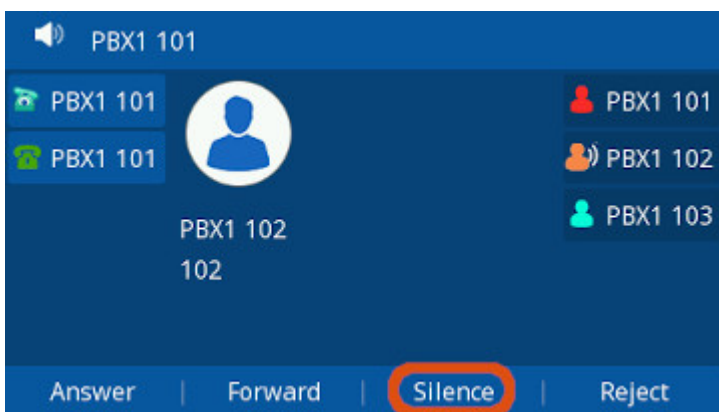
Changing the Ringtone

- Press the **Menu** Softkey.

- Navigate to **Settings**, Press the **Enter** Softkey.

- Select **Basic Settings**, Press the **Enter** Softkey.
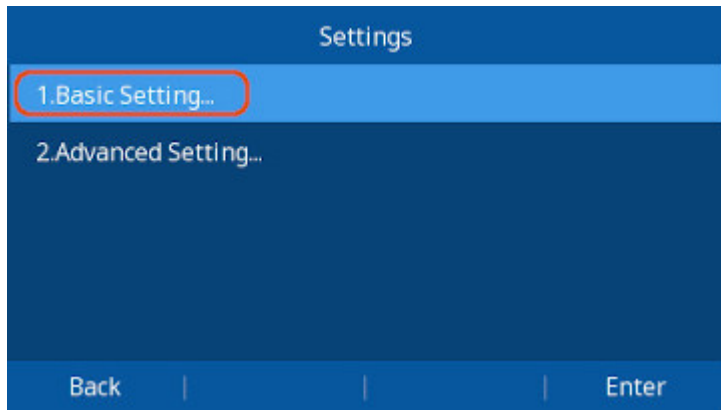
- Scroll down to **"Ring Tones"**, Press the **Enter** Softkey.

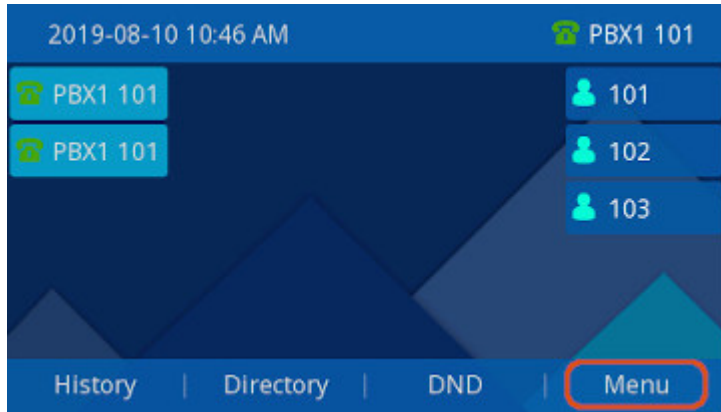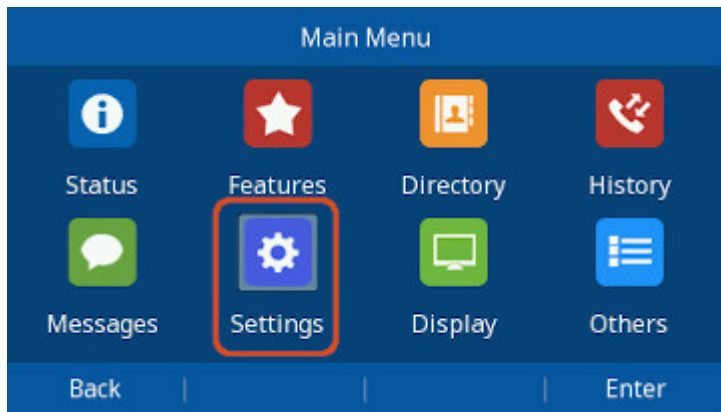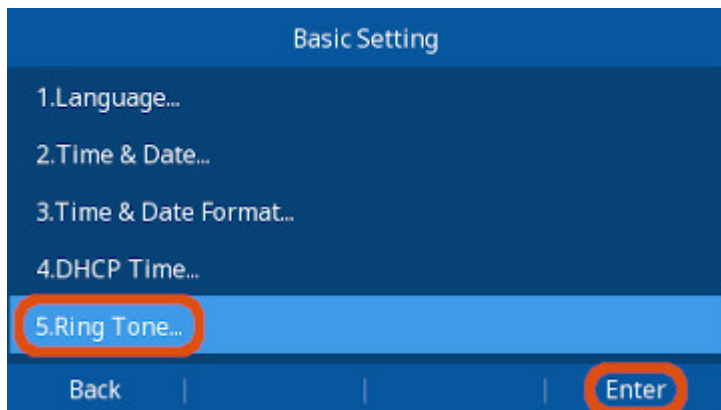- Scroll down to your desired Ring Tone and press the **Save** Softkey to save your selection.

Call History

Viewing Call History

- Press the **History** Softkey

- All Calls will be shown by default.
    - = Missed/Rejected

    - = Received (Answered)

    - = Dialed

    - = Forwarded

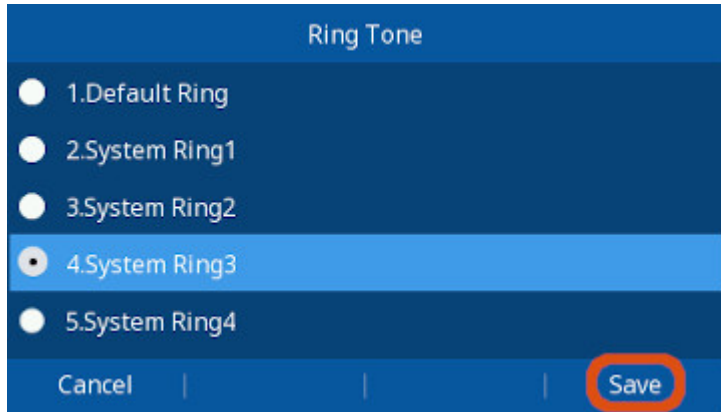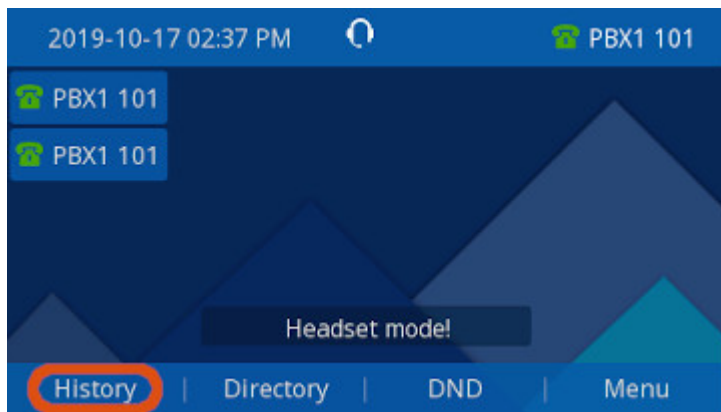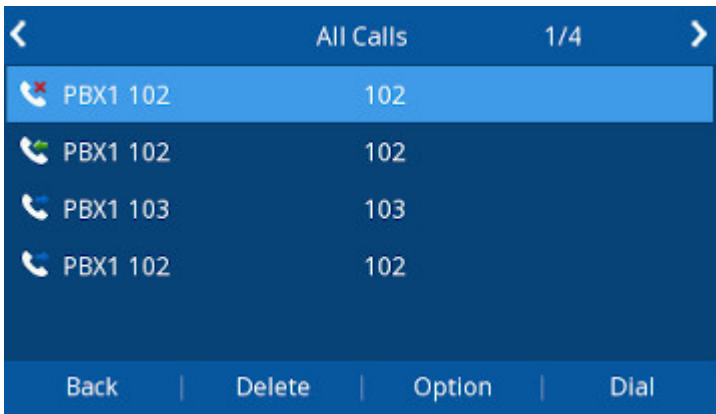- You can use the & (**Left & Right**) Arrow Buttons to Filter By Call Type: **All Calls,**
  Missed Calls, Received Calls, Dialed Calls, Forwarded Calls or Answered Elsewhere

Deleting Calls Individually

- Use & (**Up & Down**) Arrow Buttons to select a call from the list.
- Press the **Delete** Softkey to remove that call from the History.
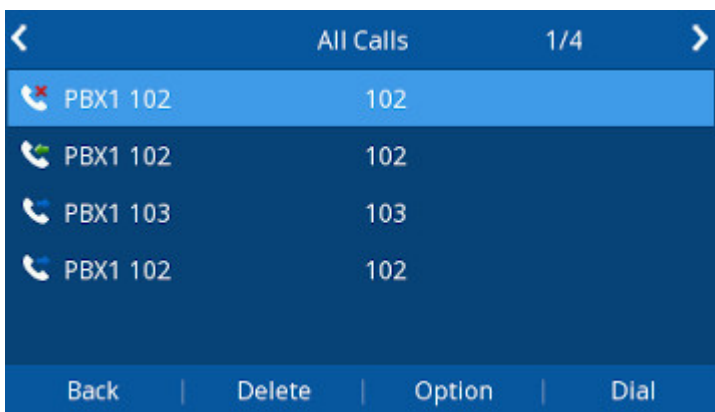
Dialing a Number

- Use & (**Up & Down**) Arrow Buttons to select a call from the list, and Press
  the **Dial** Softkey.
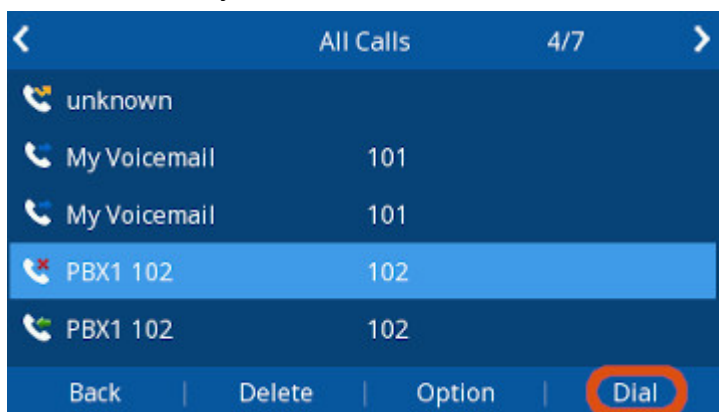
Call Completed Elsewhere explanation

- With PBXs like FreePBX and many others they have a option in Queues and other modules to "Mark calls answered elsewhere" to yes which by default makes it so that if a caller calls into a queue and the queue calls 5 different agents and 1 of the agents answer the other 4 phones will not show a missed call. This is handled through SIP RFC3326 also referred to as Marked Answer Elsewhere or Call Completed Elsewhere.
- With our Firmware version 2.0.4.6.24 or higher we have added a new Call History Filter to let you still view Calls Answered Elsewhere but they will not show up as missed calls on your phone.
- Press the **History** Softkey

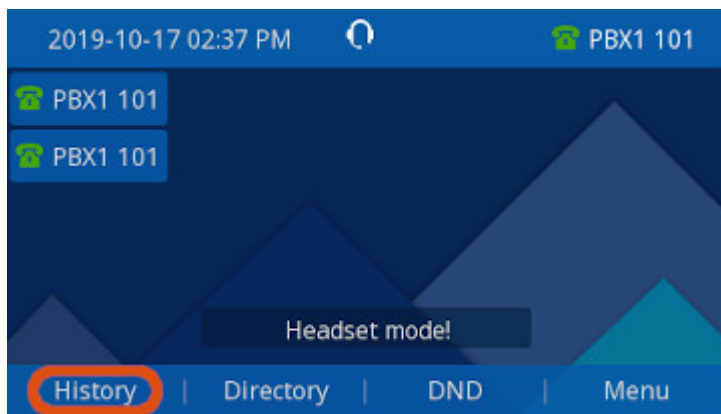

- You can use the Arrow Buttons on your phone to switch to the Filter By Call Type: **Answered Elsewhere**

Do Not Disturb (DND)

- **Press the** DND Button on your phone to toggle DND On and Off.
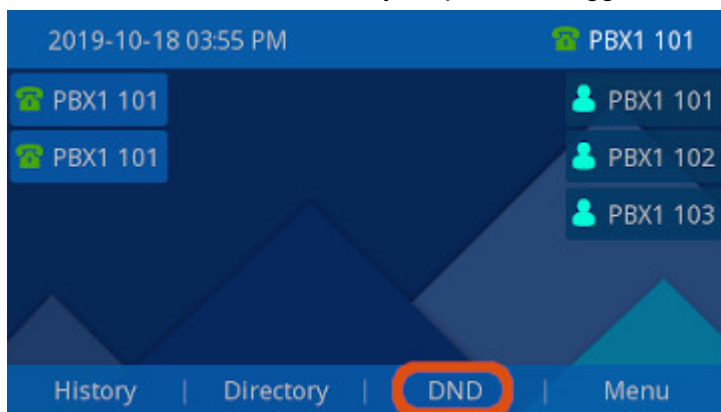
- When DND is enabled you will see a DND icon on top of the screen, and a "DND Mode!" Message at the bottom. The Bottom Message may cycle through other messages like "Headset Mode" etc.

Voicemail

How to Know You Have a New Message

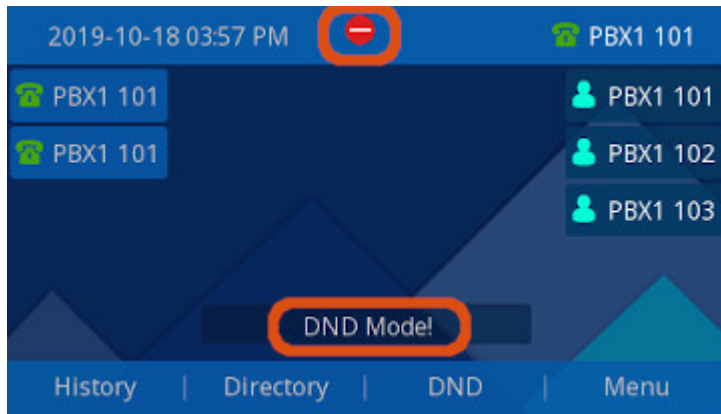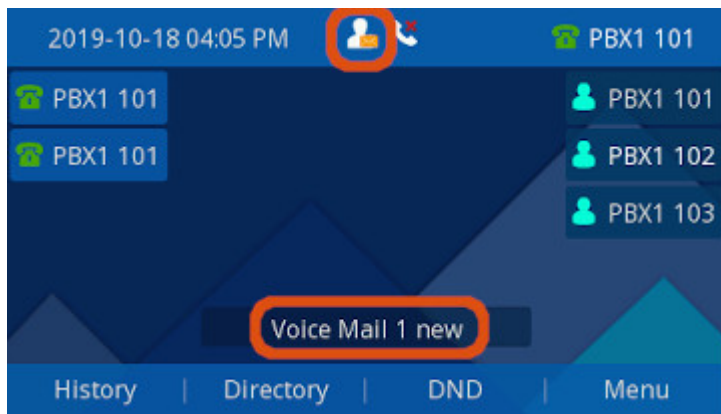- Status Message - If you have a new Voicemail in your Inbox the phone will display a Voicemail Icon at the top and Voicemail Message at the Bottom.

- Message Waiting Indicator (MWI) - The Message Waiting Indicator (MWI) at the Bottom Right of the Screen will Flash Red or Green (Depending on the Phone Model) .
  - Note: On the ClearlyIP CIP-270, and CIP-250 Phones the (Voicemail) button will also flash Green.

How to Check your Voicemail Messages

- You can use the (Voicemail) button on your phone to check your voicemails,
- Depending on how your PBX is setup you may be prompted for a Voicemail Password or you may not be.

Call Park

- Call Parking allows you to park a caller so that another extension can retrieve the caller held in the parking lot based on how your PBX is setup.

Parking a Call

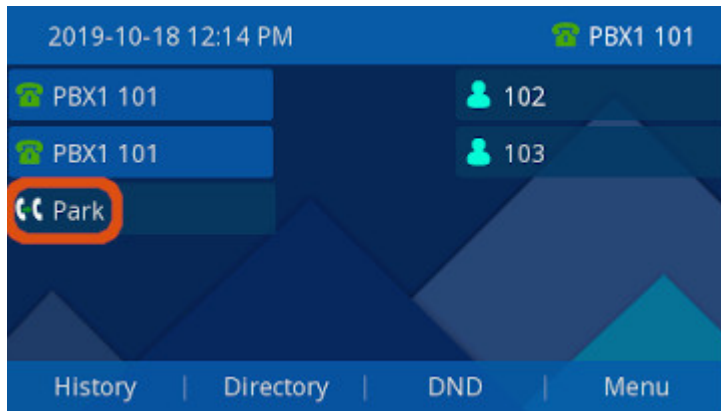### If you already have a Park Softkey on your phone.

- If you already have a park Softkey configured on your phone you can press it at anytime during a call with someone.

- The Caller will be placed in a parking slot, and the slot number will be read back to you, press the [↵] (Transfer Button) or Softkey again to complete the transfer to parking.
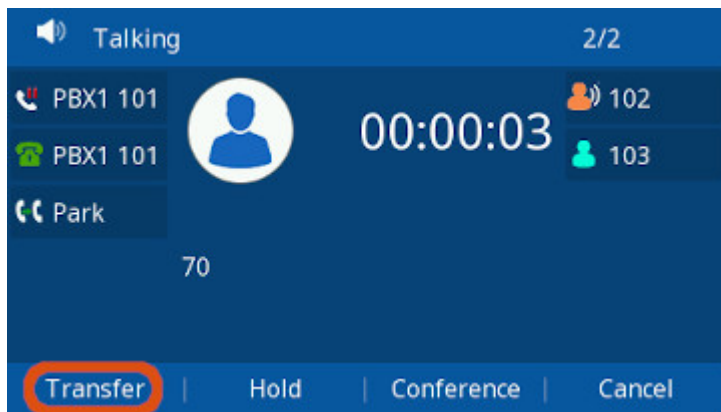
If you Don't have a Park Softkey on your Phone

- Press the [↵] **(Transfer Button)** or Softkey

- Dial the **Parking Extension** (70 by default for FreePBX based systems and 700 for Clearly Cloud)and press **Send** or **"#"**
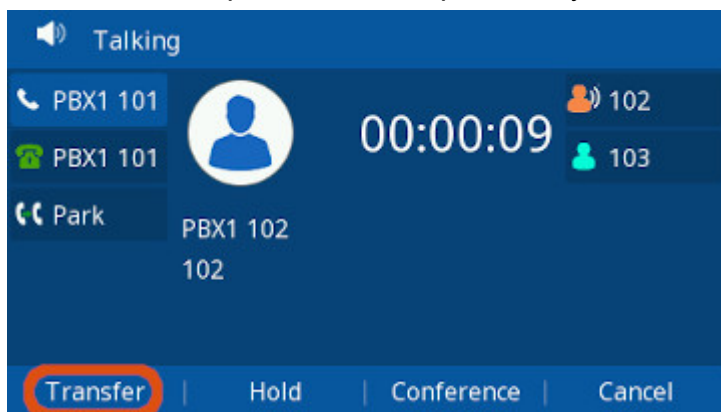

- **The Caller will be placed in a parking slot, and the slot number will be read back to you, press the** ⬚ (Transfer Button) or Softkey again to complete the transfer to parking.
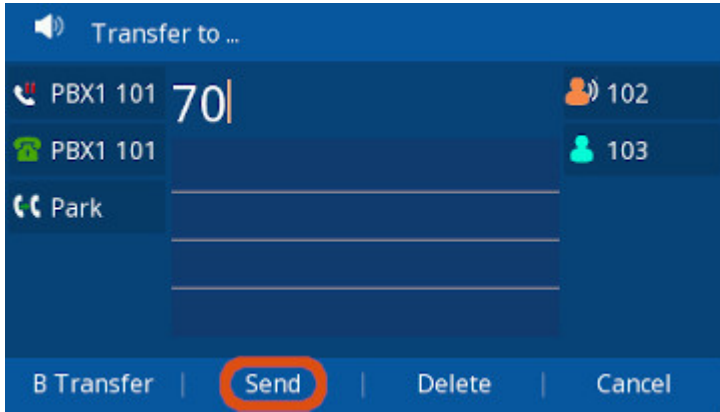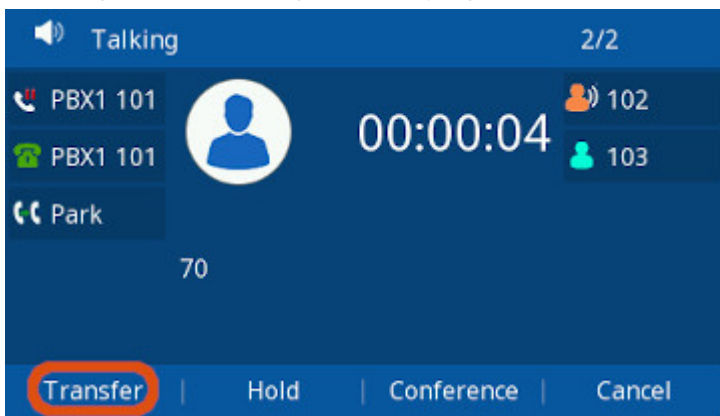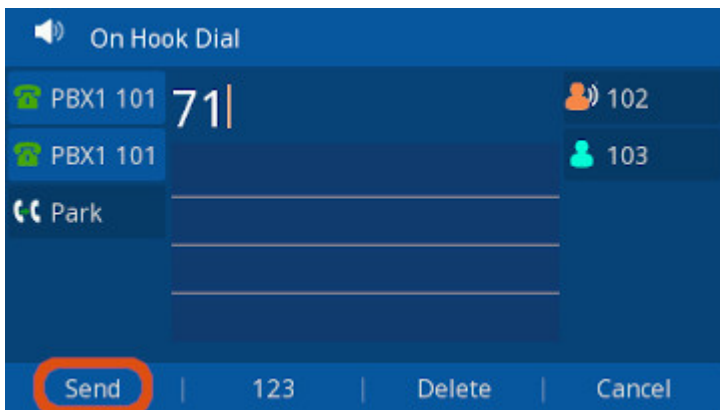

Retrieving Parked Calls

- Dial the **Parking Slot** number the call was parked (That was read to you when parked) press **Send** or **"#"**
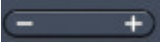
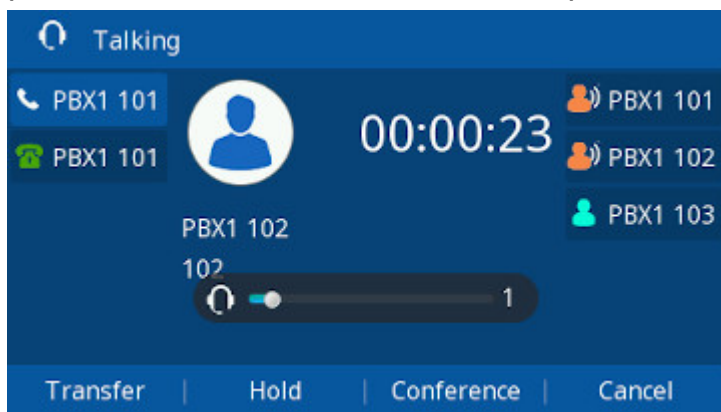

Headset

What is Headset Mode?

- Headset mode allows you to make and receive calls through a Headset instead of the phone's Handset or Speaker Phone as the default audio source.
- You can switch to and from Headset mode at any time, even during an active call.

Enabling / Disabling Headset Mode

- Press the (headset) button to toggle headset mode on and off.
- If the phone is in headset mode it will display a Headset Icon at the top of the screen and a text alert at the bottom (the bottom alert may cycle through several other alerts).

Adjusting the Headset Volume

- Headset volume is affected by Headset's own volume setting as well as the Phone's volume setting.
- If you adjust the volume on the Headset that does not effect the levels on the Handset or Speaker Phones. You may have to adjust both to get both at the desired levels.
- While the phone is use (on a call) press the (- and +) buttons on the phone to decrease or increase the phone's volume.

Switching from Headset Mode to Another Mode During a Call

- From Headset to Handset: Pick the Handset.

- From Handset to Headset: Press the (headset) button.

- Note: When using headset, Pressing the (headset) button will send the call to Speaker phone if the Handset is On-Hook, or to the Handset if it's already Off-Hook.

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