

During a call

This section describes tasks you can perform when you are currently engaged in a call. Soft key and function key names are in **Bold**. *Phone number* means to dial a phone number or an extension number.

Task	Key Sequence
Create conference call with call on hold	Features soft key + Conference + <i>new call</i> + Features + Conference
End call	End key
Hold call	Hold soft key
Park current call	Features soft key + Navigation keys + Park + <i>orbit number</i> + Features soft key + Park
Split conference into 2 calls on hold	Features soft key + Split
Transfer call after consulting	Features soft key + Transfer + <i>phone number</i> + Features soft key + Transfer
Transfer call without consulting (blind transfer)	Blind Transfer soft key + <i>phone number</i> + Start key
Transfer call to another user's voicemail	Blind Transfer soft key + <i>phone number</i> + *

Other tasks:

This section describes tasks you can perform when not currently engaged in a call. Soft key and function key names are in **Bold**. *Phone number* means to dial a phone number or an extension number.

Task	Key Sequence
Access voice mail	Navigation keys + Messages + OK key
Answer call	Start key
Create conference call	<i>Phone number</i> + Features soft key + Conference + <i>phone number</i> + Features soft key + Conference
End call	End key
Resume call	Call on hold + Resume soft key
List all parked calls	* + 904 + Start key
List one parked call	* + 904 + <i>orbit number</i> + Start key
Log in or out of a phone	<i>To log in:</i> * + Dial + 98 + <i>extension</i> + <i>password</i> + # + 1 <i>To log out:</i> * + Dial + 98 + <i>extension</i> + <i>password</i> + # + 2 Menu options available on the *98 menu include: 1 - Log in, 2 - Log out, 3 - Log in to a different station, 4 - Change your status, 5 - record your agent greeting and 6 - Log in or out of queues.
Page	* + 901 + <i>zone number</i> + Start key
Pick up held or alerting call (on a station to which you have access)	Start key + * + <i>pause</i> + 95 + <i>extension</i>
Pick up group call	Start key + Features soft key + Pickup + Features soft key + Group
Pick up parked call	Start key + Features soft key + Pickup + <i>orbit number</i> + Retrieve
Place call	<i>Phone number</i> + Start key OR Start key + <i>Phone number</i> OR Features soft key + Lines + OK key + <i>phone number</i> + Start key OR Features soft key + Lines + OK key + Navigation keys <i>to contact name or number</i> + OK key

SpectraLink® 8400 WiFi Series

Quick Reference











These instructions highlight SpectraLink phone features. See your SpectraLink 8400 Series Quick Start Guide for more detailed instructions on using the home screen, soft keys, and handset features.

Application firmware requirements for each model are listed on the SIP IP Phones information page available at the Genesys Testlab website, <http://testlab.inin.com>.



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SpectraLink Keys

Icon	Function
	Start key
	End key
	OK key
	Navigate left key
	Navigate right key
	Navigate up key
	Navigate down key
	Soft keys
	Voicemail icon
	Settings icon

Access voicemail

Received messages are indicated by the Voicemail icon in the status bar.

1. Press the **Navigation** keys until the **Messages** icon appears on the LCD display.
2. Press the **OK** key.
3. Press the **OK** key to open the **Voicemail...** menu.
4. The LCD display indicates number of Urgent, New, and Old messages, and their importance. Use the **Navigation** keys to highlight the voicemail message you want to hear.
5. Press **Connect** to initiate retrieval from the Message Center, then follow voice prompts to listen to messages.
Or press the **Clear** soft key to clear Voicemail messages.

Voicemail is an optional feature that requires both Interaction Administrator and phone configuration. Contact your system administrator.

Create a conference call

1. Call the first party.
2. Press the **Features** soft key and use the **Navigation** keys to highlight **Conference**.
3. Press the **OK** key to get a new line and place the first call on hold.
4. Dial the second party.
5. When second party answers, press the **Features** soft key and use the **Navigation** keys to highlight **Conference**.
6. Press the **OK** key to join both calls in a conference.

Join a conference call

Press the **Features** soft key, select **Join**, and press the **OK** key to create a conference call at any time between an active call and a call on hold on the same line.

Split a conference call

1. After you establish a conference call, highlight the active conference call and press the **Features** soft key.
2. Use the **Navigation** keys to highlight **Split** and press the **OK** key to place both calls on hold.

Distinctive ring

If your phone is a Managed IP Phone, your CIC administrator can configure distinctive ring tones for incoming Internal, External, and Direct Dialed calls. This overrides Ring Type settings you make directly on your phone.

Do Not Disturb (DND)

The Enable/Disable soft key appears when you access Feature Settings from the Settings icon on the LCD display. If your phone is a Managed IP Phone, your CIC administrator can enable DND synchronization between your phone setting and your CIC user status.

1. Use the **Navigation** keys to display the **Settings** icon on the LCD display, and then press the **OK** key.
2. Use the **Navigation** keys to highlight **Feature Settings...** and press the **OK** key. Highlight **Do Not Disturb** and press the **OK** key. The **Enable/Disable** soft key appears.
2. To prevent the phone from ringing on incoming calls and to set your CIC user status to Do Not Disturb, select the **Enable** soft key.
3. To turn DND status off on the phone and to set your CIC user status to your last available status or other selected status, select the **Disable** soft key.

Refer to CIC client help for details.

Hold and resume a call

The **Hold/Resume** soft key appears during active calls.

During a call, press the **Hold** soft key to place the call on hold. Press the **Resume** soft key to retrieve the call.

Note: If multiple calls are on hold on a single line key, use the **Navigation** keys to switch between them, then press **Resume**.

Page a zone

1. Dial *** + 901 + zone number** and press the **Start** key. (The phone beeps to prompt you to start talking.)
2. Complete page and hang up.

Tip: Zone numbers are station extensions, station group extensions, user extensions, or workgroup extensions.

Park a call

You can park your currently active call in a specific orbit. This places the call on hold and removes it from your station.

1. During a call, press the **Features** soft key and then use the **Navigation** keys to highlight **Park**.
2. Press the **OK** key.
3. Enter an orbit number.
4. Press the **Features** soft key again and then use the **Navigation** keys to highlight **Park**.
5. Press the **OK** key.

Note: You can use any single digit to 9 digit number, and 10 digit numbers up to 4294967294. Avoid orbit numbers starting with 0 (zero). If the orbit number is already in use, you remain connected to the caller. Repeat this procedure and choose another orbit number.

Pick up a parked call

You can pick up a parked call from any other station.

1. Press the **Start** key.
2. Press the **Features** soft key and use the **Navigation** keys to highlight **Pickup**.
3. Press the **OK** key.
4. Enter the orbit number and press the **Features** soft key again.
5. Use the **Navigation** keys to highlight the **Retrieve** feature and press the **OK** key again.

List parked calls

You can hear the details of parked calls: orbit number, who called, and how long the call has been on hold. Do one of the following:

- For all parked calls: Press *** + 904 + the Start** soft key.
- For one parked call: Press *** + 904 + orbit number + Start** soft key.

Pick up a group call

You can answer a call that is ringing on any extension in your group by doing one of the following:

1. Press the **Start** key.
2. Press the **Features** soft key and use the **Navigation** keys to highlight **Pickup**.
3. Press the **OK** key.
4. Press the **Features** soft key and use the **Navigation** keys to highlight Group.
5. Press the **OK** key.

Place a call

Use any of the following methods for placing a call:

- Dial a number and press the **Start** key.
- Press the **Start** key and dial a number.
- Press the **Features** soft key and select **Lines**. Press the **OK** key, dial a number, and press the **Start** key.

- Press the **Features** soft key and select **Lines**. Press the **OK** key, navigate to a contact or number, and press the **Start** key.

Transfer a call after consulting

Before you transfer a call, you can consult the party to whom you are transferring the call or you can just transfer the call (blind transfer). To transfer a call after consulting the recipient:

1. During a call, press the **Features** soft key and use the **Navigation** keys to highlight **Transfer**.
2. Press the **OK** key.
3. Dial the number to which you want to transfer the call.
4. After consulting the party to whom you are transferring the call, press the **Features** soft key again.
5. Use the **Navigation** keys to highlight transfer and press the **OK** key to complete the transfer operation.

Transfer a call without consulting

You can transfer a call without consulting the party to whom you are transferring the call (blind transfer).

1. During a call, press the **Blind Transfer** soft key.
2. Dial the number to which you want to transfer the call.
3. Press the **OK** key and then press the **Start** key.

Transfer a call to voice mail

You leave a message for another CIC user or transfer your current call directly to another CIC user's voice mail. Do one of the following:

- Press ***** after dialing a CIC user's extension number to leave a voice mail message.
- To transfer a call to another CIC's user's voice mail, press the **Blind Transfer** soft key, dial the extension number and press *****.

Two Way Intercom Page

Your phone can be configured to work as intercom.‡

1. Get a dial tone.
2. Dial *** + 900 + extension number** and press the **Start** key.
 - If the number dialed is not busy, the intercom call is connected and you can start talking. (The receiving phone may play a tone to alert the person called.)
 - If the receiving phone is busy, then the call can be sent to voicemail, transferred, or disconnected like any other call.
3. Complete the conversation and hang up or press the **End** key.

‡ Intercom paging is an optional feature that must be configured for both the sending and receiving phones, users and CIC stations. It may not be supported on your phone. Contact your system administrator.