

# Hosted Voice Product Training

## Panasonic Cordless Phone



# Agenda

1. Resource Center
2. Panasonic Cordless Phone
3. Base Pairing
4. Making an Outbound Call
5. Hold
6. Answering Multiple Calls
7. “Blind” Transfer
8. “Announced” Transfer
9. Transfer – No Answer
10. Conference Call
11. Contacts



# Resource Center

<http://www.earthlinkbusiness.com/hostedvoice>

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## Hosted Voice Customer Resource Center



### LIVE INSTRUCTOR LED ONLINE TRAINING

Step 1: To register for a live instructor led online training course, start by selecting a course below:

-- Select a training course --

### ON DEMAND TRAINING

Step 1: To access an online computer based training course, start by selecting a course below:

-- Select a training course --

### KNOWLEDGE BASE

#### USER SUPPORT

User Training  
Standard Seat Training  
Premium Seat Training

Guides

#### QUICK START GUIDES

Aastra  
Polycom  
CommPortal Assistant Install  
CommPortal Communicator Install

#### HARDWARE SUPPORT

Aastra Desk Phones  
Aastra 6731i Quick Start Guide  
Aastra 6739i Quick Start Guide  
Aastra 6757i CT Quick Start Guide  
Aastra 6757i Quick Start Guide

#### ADMIN SUPPORT

Administrator Training  
Business Group Admin Training  
Guides  
Business Group Admin Guide



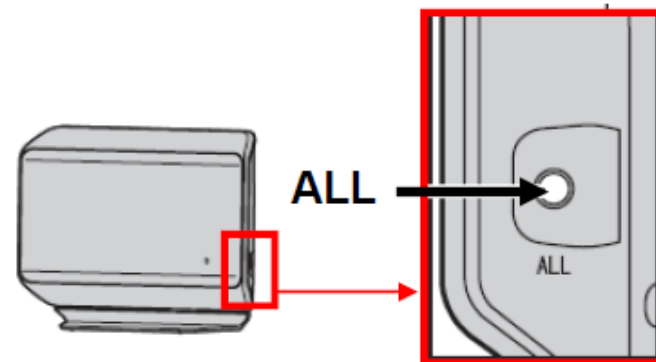
# Panasonic Cordless Phones

- The Panasonic Cordless Phone base can be paired with up to five (5) additional cordless handsets to make a total of six (6) handsets.
- All the handsets will have the same phone number.
- When the number is called, all the handsets will ring simultaneously.
- In order for the cordless phone(s) to ring when another number is dialed, the user must activate either Call Forwarding or the “Find Me / Follow Me” feature in the CommPortal.
- The Panasonic Cordless phone can be used in conjunction with either Aastra or Polycom IP Phone.



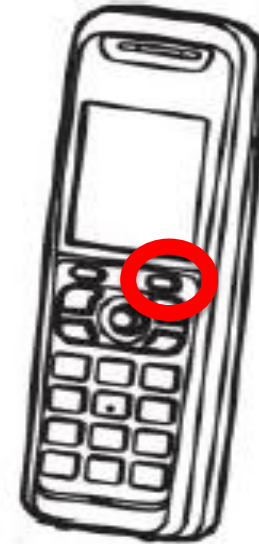
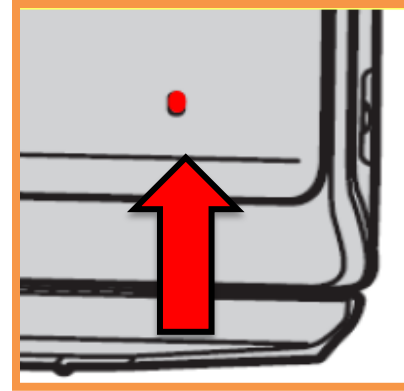
# Pairing Handset to Base

1. From the handset press “Menu”
2. Press 1,
3. Press 3,
4. Press 0
5. Press and hold “ALL” for 4 seconds on the unit base



# Pairing Handset to Base (cont.)

1. STATUS LED blinking
2. On handset - Press "OK" &
3. Wait for a long beep



# Making a Call

## To Dial an Internal Extension

1. Dial the extension number
2. Press the “Talk” Soft key

## To Dial an External Number

1. Dial the 10 digit number phone number
2. Press the “Talk” Soft key



# Hold / Resume

## To Place the Call on Hold

Press “**Hold**”

The customer will hear music while on hold

## To Resume the Call

Press “**Hold**” a 2<sup>nd</sup> time





# Answering Multiple Incoming Calls

When you hear the “Call Waiting” beep:

1. Press “**Switch**”
2. When “**Switch**” is pressed, the 1<sup>st</sup> call is automatically placed on hold & you are now connected to the 2<sup>nd</sup> incoming call
3. Press the “**Switch**” a 2<sup>nd</sup> time to go back to the 1<sup>st</sup> caller



# Transfers



There are **2** types of transfers to choose from:

**Blind** – Incoming call not announced

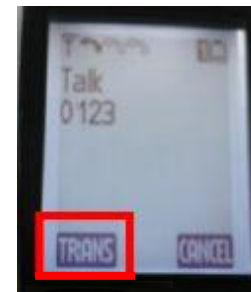
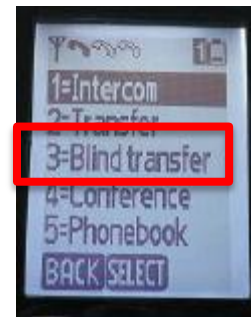
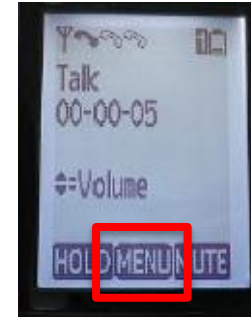
**Announced** – Incoming call announced



# Blind Transfers

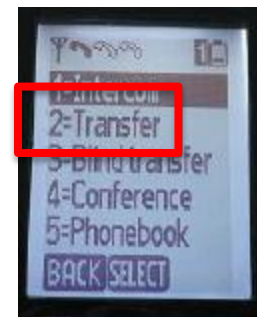
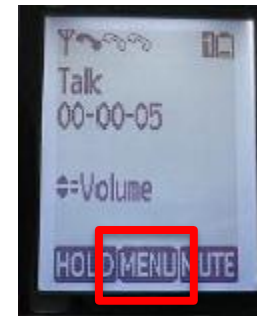
1. Press “**Menu**”
2. Press (#3) “**Blind Transfer**”
3. Enter internal extension or 10 digit phone number (external) to transfer to
4. Press “**Trans**”

**Note:** If this option is chosen, you lose the ability to reconnect with the original caller



# Announced Transfers

1. Press “**Menu**” (soft key)
2. Select (#2) “**Transfer**”
3. Enter internal extension or 10 digit phone number (external)
4. Announce the call
5. Press “**Trans**”



# What if the Caller Doesn't Answer or Can't Take the Call?



Press “**Cancel**” (soft key) – This ends the transfer process

**You now have the option to:**

Take a message

- or -

Transfer the call to another party

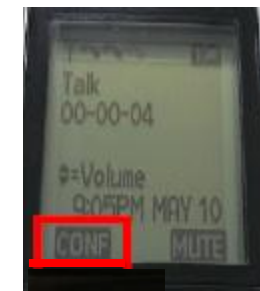
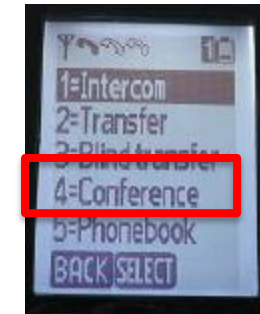
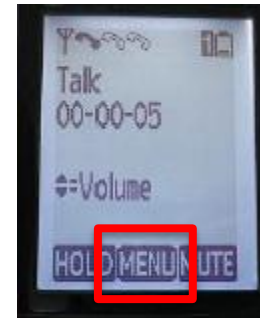


# Conference Calls

## After Speaking with the 1<sup>st</sup> Party

1. Press “**Menu**”
2. The 1<sup>st</sup> caller is automatically placed on hold
3. Press (#4) “**Conference**”
4. Dial the number of the 2<sup>nd</sup> party
5. Press “**Conf**” (soft key) a 2<sup>nd</sup> time

The Conference call is now initiated. All 3 parties are connected.





**For any questions or additional help, visit**

<http://www.earthlinkbusiness.com/hostedvoice>

**- or -**

**Contact our Customer Care Specialists @**

**1-855-352-2731**

