

# Standard Phone Setup / Call Flow

## Common S705 Phone Buttons

- **Line (Extension Number)** - This is a dedicated line for the phone. All calls will come to this line first.
- **Line (Extension Number)** - This is a dedicated line for the phone. This second line can be used if placing someone on dedicated hold using the first line
- **Blank**
- **Orderdesk** - A button to log you in to answer customer calls. If the button is red, you are signed in
- **Voicemail** - Pushing this button will pick up any messages in the general voicemail box. If it is red, there is mail
- **Park 1-5** - 'Parking spots' where calls can be placed on hold to be picked up on another device in the building.
- **History** - Shows the call history on the phone. Use the navigation buttons to select and dial.
- **Intercom** - Intercom Page ALL phones in your branch
- **Menu** - Access to the phone's user menu

## The EXP100 "Sidecar"

The buttons on the sidecar are valid destinations to park and/or transfer calls with one push. Common destinations added to the sidecar are:

- All Phones In your store
- 5 Parking spots to put customers on hold
- Frequently called cell phones
- Extensions in other branches

Calls can be sent to any of these destinations by pressing the button while on a call.

# When you get a call

- **Answering the call** - When the phone is ringing, picking up the handset, pressing the microphone button or pressing the button on your Bluetooth headset will all answer the call.
- **Transferring a call** - When on the phone with a customer, you can transfer the call by pressing the destination you wish to send them to. For office, or the other branches, it is recommended to use the 'queue' buttons on the phone to transfer calls to other branches, and sidecar extension buttons when transferring to a specific person. If there is no 1 push destination button available, you may also press the 'transfer' button that is displayed while on a call and dial the extension you wish to send the call to.
- **Putting a call on hold** - When on a call with a customer and the phone is off-hook, a 'Hold' button will show along the bottom of the phone screen. Pressing this button will place the caller on a private hold on your phone. The line button will blink green, indicating they are on hold. Pressing a second line button will allow you to make a second call. Pressing the blinking line button again will retrieve the call.
- **Parking a call** - For calls that aren't to be transferred but need to be picked up on another phone, you can park them in one of the various parking spots on the sidecar. When on the phone with a caller, you can park them in a specific spot by pressing the parking spot button on the sidecar. The light will turn red to indicate they are parked. To retrieve the call, simply press the red lit parking spot button

## Other features

- **Navigation** - There are 4 arrow buttons around a checkmark button. These will navigate through the various screens on the phone itself.
- **Intercom** - When the phone is on the hook, an intercom button shows along the bottom of the screen, pressing this and picking up the handset will page all of the phones that are not busy.
- **Your voicemail** - The envelope button on phone itself will access your own private voicemail. If you have a voicemail, this button will flash green, the light on the top of the phone will light up red and there will be a voicemail notice on the phone screen itself.

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