

A Roadmap to Your Smoothstone Phone



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| <p>1. Handset with Indicator Light</p> <p>2. LCD Screen</p> <p>3. Line or Speed Dial Buttons</p> <p>4. Foot Stand Adjustment</p> <p>5. Directories Button</p> <p>6. ? Button</p> <p>7. Settings Button</p> <p>8. Volume Button</p> | <p>Functions like a traditional handset. The light strip at the top of the handset blinks when the phone rings and remains lit to indicate a new voice mail message (depending on your message system).</p> <p>Displays features such as the time, date, your phone number, caller ID, line/call status and soft key tabs.</p> <p>Opens a new line, speed dials the number on the LCD screen, or ends a call. The 7960 has six line or speed dial buttons.</p> <p>Adjusts the angle of the phone base.</p> <p>Provides access to call histories and directories (if available).</p> <p>Displays help on your LCD screen for a phone key or function (if available).</p> <p>Provides access to phone settings such as contrast and ring sound, network configuration, and status information.</p> <p>Increases or decreases volume for the handset, headset, or speakerphone. Also controls the ringer volume (if on-hook), and the LCD contrast.</p> | <p>9. Speaker Button</p> <p>10. Mute Button</p> <p>11. Headset Button</p> <p>12. Services Button</p> <p>13. Messages Button</p> <p>14. Navigation Button</p> <p>15. Dial Pad</p> <p>16. Soft Keys</p> | <p>Toggles the speaker on or off.</p> <p>Toggles the mute on or off.</p> <p>Toggles the headset on or off.</p> <p>Provides access to phone services.</p> <p>Provides access to the voice mail message system.</p> <p>Enables you to scroll through text and select features displayed on the LCD screen.</p> <p>Works exactly like the dial pad on a traditional telephone.</p> <p>Enables you to engage any of the functions displayed on the corresponding LCD tabs. Soft key functions change depending on the status of the phone (for example, if the phone is active or idle).</p> |
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SMOOTHSTONE PHONE USER INSTRUCTIONS



Please note: If you physically move your phone to a different location, please notify Smoothstone by dialing **5150** or **(888) 728-0950** so the emergency services record for your phone will be updated.
This is important to ensure accurate 911 call verification.

Basic Calling (DID)

Initiating a new call

1. Pick up handset or press speaker button
2. Dial number (9 is required for all outside calls)

Receiving a call

1. Pick up handset or press speaker button

Receiving a second call

1. Press *Answer* (Places the current call on hold)

Switching between 2 calls

1. Use the Up and Down arrow to move between calls
2. Press *Resume* (Places the current call on hold)

Initiating a second call

1. Press *NewCall* (Places the current call on hold)
2. Dial number (9 is required for all outside calls)

Notes:

1. Internal calls play a single repeated ring tone.
2. External calls play a double repeated ring tone.
3. Hunt Group calls play a triple repeated system ring tone (chirp 1).

Parking

Parking a call

1. Press *More*
2. Press *More*
3. Press *McPark*
4. Record park number (2####)
5. Press *EndCall*

Retrieving a parked call

1. Dial the park number (2####)

Notes:

1. Calls not retrieved within 60 seconds ring back to the parking phone.

Intercom

Calling another station

1. Press *More*
2. Press *Intcom*
3. Enter extension

Transferring

Transferring to another number

1. Press *More*
2. Press *Transfer*
3. Dial number (9 is required for all outside calls)
4. Inform caller that you are transferring a call (optional)
5. Press *EndCall*

Transferring a call to Voicemail

1. Press *More*
2. Press *Transfer*
3. Press 277 (pause)
4. Press their four digit extension
5. Press *EndCall*

Canceling a transfer

1. Press the up arrow
2. Press *Resume*

Forwarding

Forwarding all calls to another number

1. Press *Forward*
2. Dial number (9 is required for all outside calls)
3. Press *Forward* (Fwd will be displayed in the status area)

Canceling call forwarding

1. Press *Forward*
2. Press *Forward* (Fwd will no longer be displayed in the status area)

Call Pickup

Answering a call on another phone

1. Press *More*
2. Press *DC Pick*
3. Enter the extension of the phone to be answered

Do Not Disturb (DND)

Setting Do Not Disturb

1. Press *DND* to activate (DND is displayed in the status area)
2. Press *DND* to deactivate (DND is *NOT* displayed in the status area)

Notes:

1. Incoming calls will be answered by the phones DND greeting when active.

Voicemail

Retrieving from your phone

1. Press *Messages*
2. Enter password

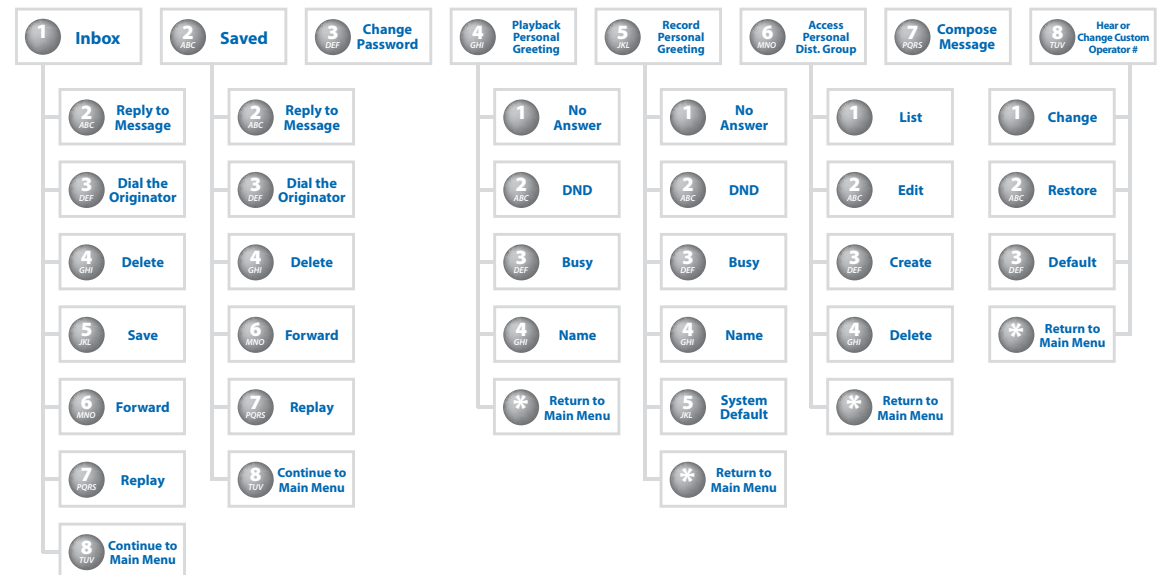
Retrieving from another phone in the office

1. Dial 255
2. Type in your extension
3. Enter your password
4. Press #

Retrieving by calling your extension

1. Dial your direct number (DID)
2. Press * when your voicemail greeting starts
3. Enter your password
4. Press #

Voicemail Operation Tree



- (*) Will bypass all messages and go right into the Voicemail Main Menu.
- (#) Will fast forward through the message or skip the header.