


# SUHSD 9621-9641 Guide



ICONS	
	Ringing
	Idle
	Active
	On hold
	Calls Forwarded
	Shared line in use
	Conference call
	Conference holding
	Line Muted
	Ringer Off

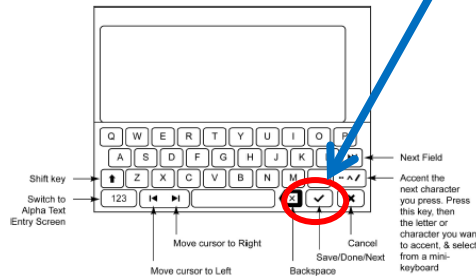
## Basic Navigation

The 9641G telephone screens separate line appearances and features. The main page displays line appearances, and the next page displays features. To switch between call appearances and features, use the Features button or Calls button in the upper right of the phone screen.

When an item has a Details button  touching it shows more information about an item.




## On Screen Keyboard

The on-screen keyboard appears when you add or edit contacts or personalize labels. You can switch between alphabetic and numeric, use symbols or accents. **Note:** to save press the green check mark button.




## Cleaning the Screen

The touch screen may need cleaning using a slightly damp, lint free cloth. Do not use chemicals or too much water.


1. From the Home screen 
2. Touch, Settings 
3. Then touch, the clean screen button. 
4. Press any button when done.

## Exit back to the Main Screen

Press **Phone** button  to view the main telephone screen at any time.

## Answer Calls


When you receive an incoming call to your telephone, the telephone will ring. Answer by lifting the handset, pressing headset button or pressing speaker button.

Also, you may select the line appearance you wish to answer manually by touching the line appearance on screen before lifting the handset. Ringing lines will display green along with the bell icon. 

To answer a second call while active on a call

1. Press the **Anshold** soft key

## Making calls

1. For external calls, dial 9 followed by the telephone number you wish to call.
  2. For internal calls, dial the extension number
  3. To make a call directly to a voicemail box, press message button, [\*] star key then, dial extension.
- ➡ If you have a favorite icon on the home screen for the person you want to call, just touch that icon to begin dialing. 

## Hold Calls

1. While active on a call, touch the **Hold** soft key.
2. Hold timer will display.
3. Touch the line appearance for the holding line or touch **Retrieve** soft key to return to the call.

## Transfer a Call

1. While active on a call, touch the **Transfer** soft key.
  - ➡ Dial the extension
  2. Announce the call
  3. Touch the **Complete** soft key to transfer the call.
- Note:** use the **Drop** soft key to attempt the transfer to another number, or press **Cancel** to go back to original caller.

## Transfer Direct to a Voicemail


1. While active on a call, touch Transfer.
2. Press the message button
3. Dial the Star key [\*]
4. Dial the extension
5. Press **Complete**

## Conference Call

When you need to have 3 or more on the line at the same time, create a conference call. You may disconnect from a conference and the call will remain active for all others if another Comcast person is on the line.

1. While active on a call, touch the **Conference** soft key.
2. Dial the telephone number, or use your Contacts list, or redial list.
3. When the participant answers, announce the call.
4. Touch the **Join** soft key to add the person to the existing call.

### Add additional participants to a conference call

- ➔ You may conference a total of six participants including yourself to the conference call.
  1. While active in a conference, press the **Add** soft key.
  2. Dial the number of the participant to add.
  3. When the participant answers, press **Join**, to add the person to the existing call.
- ➔ To view a list of the conference participants touch the **Details**  button on the conference call line.
  - ➔ Touch a name, and **Silence** to mute the person.
  - ➔ Touch a name and **Drop** to hang up on a person.
  - ➔ Touch **Refresh**, to refresh details.

### Merge two lines to form a conference call


1. With an active call and a call on hold, touch the **Conference** button or **Add** button if you are already active with a conference.
2. Select the call on hold that you want to merge.
3. Touch **Resume**, to take the call off hold.
4. Touch **Join** to merge to the existing call.


## Send All Calls

In the call center supervisors and or managers may have voicemail on their extension. Send all calls, sends all calls to your voicemail after 1 ring.

1. Touch **Send all** to activate.
2. Touch **Send all** again to de-activate.

## Call Forward

Supervisors or managers may forward their extension to another internal extension. When calls are forwarded in any way, the call forward button will illuminate. 

1. Press Call Forward button 
2. Select **Call Forward**
3. Dial the extension to forward calls to.
4. Press Call Forward again to de-activate.

## Contacts




You can save up to 250 names and 3 telephone numbers per name. For external contacts do not forget to store dial the 9. Also, activate **Pair Contacts to Calls** in the Home>Settings>Call Settings, so that when a call arrives it can be paired up and identified if it is in your contacts.

### Add a contact

1. Press Contacts
2. Touch **New**
3. Dial the name using the on-screen keyboard.
4. Touch the green check mark to move to number entry.
5. Enter the telephone number using on-screen keyboard.
6. Touch the check mark when finished. Or Touch the number and edit the entry.
7. Touch **Save**

## Setting the Quick Touch Panel




The quick touch panel will provide viewing and access to features quickly from the main screen. This is important so that Agents may see all agent functions from one screen.

1. Press **Home** button 
2. Touch **Settings** 
3. Touch **Screen and Sound Options** 
4. Touch Show quick touch panel to toggle the panel on and how many lines of features to view, 1, or 2.
5. Touch **Save**


## Call History

The call history shows missed, answered, and outgoing calls. When you have one or more missed calls the History button will light, and the missed calls icon displays.

### Viewing call history

1. Press **History** button
2. Press History button to put cursor at top of list.
3. Touch the proper icon on the upper right to sort call history by type.  Missed,   
Outgoing,  Answered

### Saving a number from History to Contacts

1. Press **History**
2. Touch the details button of the number 
3. Touch **+Contact**
4. Edit the name
5. Touch **Done** then **Save**

### Clearing the call History Log

Clearing all call history deletes the call records for the specific call list you are viewing. If you are viewing the all calls list then all calls in all categories are cleared.

1. Press **History**
2. Touch the icon for the list you would like to clear or touch **Clear All** to clear the active list.
3. Touch **Clear All** and **Yes** to confirm.

## Directory

Use the directory to search for internal extensions by last name. Press the number digit only one time for the letter intended. If you make a mistake, press Directory button to clear the memory and start again. The 1 key is a comma.

1. Press **Directory**
2. Use dial pad to spell name i.e. for Susan Crane, press C [2], R[7], A[2], N[6]
3. Use the button labeled **Next** to scroll forward if necessary.
4. Finally when the name is displayed, press the button **Make Call** and the number is dialed.