

# Commander Key Phone T48 Quick Reference Guide

## HOW TO PLACE A CALL

### Using the handset

- Pick up the handset, which will then 'seize' one of your vacant lines
- Enter the number, wait or touch the **Send** soft key

### OR Using the Speakerphone

- Touch any **Line key**, which will 'seize' a vacant line
- Enter the number, wait or touch the **Send** soft key

### OR Using the Headset

- With the headset connected, touch any vacant **Line key**
- Press **☎** to activate the headset mode
- Enter the number, wait or touch the **Send** soft key

## HOW TO ANSWER A RINGING LINE KEY

### Using the handset

- Pick up the handset, which will 'seize' the Line that is flashing 'Red'

### OR Using the Speakerphone

- Just press a **Line Key** that is flashing 'Red'

### OR Using the Headset

- Press a **Line Key** that is flashing 'Red' and press **☎**

## HOW TO END A CALL

### Using the handset

- Hang up the handset, or press the **End Call** soft key

### OR Using the Speakerphone

- Press **📞** or the **End Call** soft key

### OR Using the Headset

- Touch the **End Call** soft key

## HOW TO PLACE A CALL ON HOLD

### To place a call on hold

- Press **📞** or touch the **Hold** soft key during an active call

### To resume the call, do one of the following:

- Press **📞** or touch the **Resume** soft key

### If there is more than one call on hold

- Use the touch screen to switch between calls on hold, then press **📞** or touch the **Resume** soft key to retrieve the desired call

## HOW TO PAGE SOMEONE USING THE INTERCOM

### Announcing to someone they have a call

- Touch the Intercom soft key during a call
- Enter the extension or speed dial of the person you want to **Page**
- When you hear the tone, you can announce your message. For example, "Call on line 1"
- Hang up the handset or press **📞**
- The person you paged can now pick up the call on the line number you announced



## CALL HISTORY

### While the phone is idle

- Touch the **History** soft key to view **missed**, **received** and **placed** calls
- Press **⬅** or **➡** to scroll through the list
- Select an entry from the list
- Touch an entry from the list to place a call
- Touch the **1** button to view information about the entry
- Select **Add to Personal** to add to your Local Directory

## HOW TO SET UP CALL FORWARDING

### You can forward all your lines (like a night bell) or a Private Extension to another number

- Touch the **Menu** soft key when the phone is idle, and then select **Features > Call Forward**
- Select either a **Line** or **Extension** to forward

### Select the desired forward type:

#### Always Forward or Busy Forward or No Answer Forward

- Touch the 'on' button and enter the number to forward the calls to.

## HOW TO TRANSFER A CALL TO A PRIVATE EXTENSION

### You can transfer a call in the following ways:

#### BLIND Transfer - The call is transferred directly without the need to announce the caller

- Press **📞** or the **Transfer** soft key during an active call.
- The call is placed on hold.
- Enter the number you want to transfer to
- Press **📞** or the **Transfer** soft key

#### ASSISTED Transfer - Allows you to announce the caller prior to releasing the call

- Press **📞** or the **Transfer** soft key during an active call.
- The call is placed on hold.
- Enter the number you want to transfer to
- When the second party answers announce the call, press **📞** or the **Transfer** soft key

## HOW TO CREATE A CONFERENCE CALL

### To create a Conference call

- Touch the **Conference** soft key during an active call
- Enter the extension or external number of the second party
- Touch the **Conference** soft key again when the second party answers. All parties are now joined in the conference

The first time you access call history or contact directory you may be prompted to enter your Command Central password, available from your site administrator.