

# Using the PhoneSuite™ Console

## Answering Calls



<b>Answer incoming call</b>	Press flashing call button	
<b>Transfer call to extension</b>	Dial extension number	Press "C"
<b>Transfer call to trunk</b>	Dial "9" (or "8" or "81"- "89") then the phone number	Press "C"
<b>Cancel transfer in progress</b>	Press "D"	

## Making Calls



<b>Call Extensions</b>	Dial extension number		
<b>Make a phone call on a trunk</b>	Dial "9" (or "8" or "81"- "89") then the phone number		
<b>Transfer call to extensions</b> (after console places the call)	Select unlit "Call" button	Dial extension number	Press "C"
<b>Transfer call to trunk</b> (after console places the call)	Select unlit "Call" button	Dial "9" (or "8" or "81"- "89") then the phone number	Press "C"
<b>Cancel transfer in progress</b>	Press "D"		

## Hold



<b>Place a call on hold</b>	Press the "Call" button the call is on
<b>Pick up call from hold</b>	Press the flashing "Call" button the call is holding on

## Voice Messages



<b>Call an extension's voice mail</b>	Dial extension number	Dial "8"
<b>Transfer a call to voice mail</b>	Dial extension number	Dial "8"
<b>Retrieve and extension's voice mail messages</b>	Dial extension number	Dial "8" and extension number again

## Miscellaneous



<b>Page</b> (if connected)	Dial "55"	Talk into handset	Press "D" when done
<b>Conference call</b> (first make each call and put it on hold)	Press "C"	Press flashing call button for each person to add to the conference (max. of 3, one must be trunk)	
<b>Park active trunk in a slot</b> for person to answer from any feature-enabled extension	Press "C"	Dial the slot number that is displayed	
<b>Retrieve parked call</b> that was not picked up by an extension	Dial "A44"	Dial the <u>trunk</u> number of the parked call	
<b>Set console time and date</b>	Dial "*"	Dial "1" to set time, "2" to set date	
<b>Reset console display</b>	Press "D"	(to completely reset console, press Reset button)	
<b>Command prompting</b>	Press "AA"	and keep pressing "A" to scroll through commands	

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## Feature Commands

For most features, press the appropriate Feature-Key button on the console. For others:



Dial:	
<b>A13</b>	and enter extension number and <b>Room Status Codes</b>
<b>A14</b>	to <b>clear ALL Room Status Codes</b>
<b>A18</b>	and enter extension number to check the <b>duration of a call</b> in progress
<b>A20</b>	and enter extension number to <b>print a Wakeup Report</b> for that extension
<b>A21</b>	to <b>print a Wakeup Report for ALL extensions</b>
<b>A24</b>	to view main board <b>software version</b>
<b>A30</b>	and enter extension number to <b>forward extension's calls to another extensions</b>
<b>A42</b>	to <b>clear 911 Alarm</b>
<b>A43</b>	to <b>set or clear Trunk Alarm</b>
<b>A44</b>	and enter a trunk number to <b>access that trunk directly</b>
<b>A45</b>	to <b>check in ALL extensions</b> (PhoneSuite model 112 only)
<b>A51</b>	and enter extension number to <b>clear that extension's phone bill</b>
<b>A52</b>	and enter extension number to <b>revive that extension's phone bill</b> (revived calls may not be complete and may include calls from other guests who stayed in that room)
<b>A54</b>	to <b>print report of Credit Violations</b>
<b>A55</b>	to <b>print an Audit Report</b>
<b>A56</b>	to <b>clear the Audit Report</b>
<b>A59</b>	to erase and re-record <b>auto attendant messages</b>