



# Hosted Sync Premium Quick Start User Guide

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## 1. INTRODUCTION

Welcome to your new phone!

This guide will help you get up and running with your new phone as soon as possible. It tells you how to use your phone and explains commonly used features.

If you have any problems or need a more detailed description of the operation of your phone then please either contact your administrator or SyncGlobal.

## 2. QUICK REFERENCE INFORMATION

Your phone number:	
Your extension:	
Your fax-to-email number:	
Code to dial an external number:	
Access your phone settings online:	<a href="http://comportal.syncglobal.net/portal">http://comportal.syncglobal.net/portal</a>
Check voicemail externally:	678-390-1100
Your administrator:	
Your administrator's phone number:	

### 3. ANSWERING CALLS

#### 3.1 Using the handset

To answer an incoming call, lift your handset, and you will be connected to the caller.

#### 3.2 Using the speaker

To answer a call using the speakerphone, do not lift the handset. Instead, press the **Speaker** key or the **Line #** key for the ringing line.

### 4. MAKING CALLS

#### 4.1 Internal calls

To call another person in your business, lift the handset and dial the other person's extension. This is typically a 3-, 4-, or 5-digit number.

#### 4.2 External calls

To call a number outside of your business, lift the handset and dial the phone number. Depending on your business group configuration, you may need to dial a code at the beginning of the phone number to indicate you are making an external call.

#### 4.3 Emergency calls

In an emergency, lift the handset and dial **911**.

#### 4.4 Speaker phone

To make a call using your speaker phone, either press the **Speaker** key or leave the handset on-hook while you dial the number of the person you are calling. Press **Dial** or the **Line #** key after the number to begin the call.

#### 4.5 Ending calls

To end a call, replace the handset or press either the **Drop** or **Goodbye** key.

## 5. CALL FORWARDING

Your phone system supports a number of different types of Call Forwarding:

- *Immediate* (sometimes called *Unconditional*) *Call Forwarding* is when all calls are forwarded to a number of your choice. This can be to your voicemail (which is the default), another extension in your business, or an external number.
- *Busy Call Forwarding* forwards all calls that are received when you are already on the phone.
- *No Answer* (sometimes called *Delay*) *Call Forwarding* forwards all calls that are not answered after a certain delay.
- *Selective Call Forwarding* forwards calls from specific numbers to another number.

The easiest and most flexible way of configuring Call Forwarding is to use CommPortal. Instructions for using CommPortal are found later in this Guide.

## 6. ADVANCED CALL HANDLING

### 6.1 Placing a call on hold

You can put a call on hold by pressing the **Hold** key. You may now replace the handset without disconnecting the caller. You can make another call while the first call is on hold. To retrieve the call, press the **Pickup** key or the **Line #** key beside the blinking light. If you've made another call since you put the first call on hold, you'll need to end that call or put it on hold before you can retrieve the first one.

### 6.2 Call waiting

If a second call comes in when you are already on the phone, you will hear a tone and the phone screen will display the details of the second caller.

To answer this second call you should either select Answer or press the line key which is flashing. *Answering the second call will automatically put the first call on hold.* You can toggle between the calls by placing the current one on hold and retrieving the other call.

### 6.3 Transferring a call

To transfer a call, follow these steps:

1. Press the **Xfer** key. This places the current call on hold.
2. Dial the number of the extension to which you are transferring the call.
3. If you want to transfer the call before the other person answers, press the **Xfer** key or hang up after dialing the extension.
4. Alternatively, you can wait for the person to answer and announce the caller, and then complete the transfer by pressing the **Xfer** key or hanging up.

## 6.4 Three-way conferencing

To conference a third person into a regular two-way phone call, follow these steps.

1. When on the call, press the **Conf** key.
2. Dial the person you want to join your call.
3. Once this person has answered, press the **Conf** key again to set up the three-way call.

## 6.5 Parking a call

Parking a call places the call on hold in a “park orbit” so that the call can be retrieved from another phone in your business group. Depending on your phone type, there are two ways of parking a call.

1. If you have keys on your phone for parking calls, while in a call, press the key of the park orbit where you want that call parked. The call will now be parked, and you may replace the handset.
2. If your phone doesn't have dedicated call park keys, follow these steps:
  - Initiate call transfer by pressing the **Xfer** key.
  - Dial the Call Park access code **\*98**.
  - Listen to the park orbit number where the call will be parked.
  - Complete the call transfer by pressing **Xfer** again.

If you have keys on your phone for parking calls, these keys will indicate via a light and icon when a call is parked against that orbit.

## 6.6 Retrieving a parked call

Depending on your phone type, there are two ways of retrieving a parked call.

1. If you have keys on your phone for parked calls, pick up the handset and press the key of the park orbit where the call is parked.
2. If you don't have dedicated call park keys, lift the handset and dial the Call Retrieve access code **\*99**, followed by the park orbit number.

For example, to retrieve a call parked on orbit 1, you should dial **\*991**.

## 6.7 Do Not Disturb

If you don't want any calls to ring your phone but instead go straight to your voicemail, you can enable Do Not Disturb. **No call will come to any of your lines when your handset is on Do Not Disturb.** Callers will hear a message stating that your phone number cannot take their call now.

If you have a key marked **DND**, press this to toggle Do Not Disturb on and off.

If you don't have a **DND** key, you can dial **\*78** to turn Do Not Disturb on and **\*79** to turn it off. **NOTE:** If you activate DND using this method, there will be *no indicators* on your handset that this feature is activated.

## 7. VOICEMAIL

### 7.1 Accessing voicemail

When you have unheard voice messages waiting, your phone will display a flashing light in the upper right corner and an envelope display on the main screen.

To listen to your messages, log in by dialing the voicemail access code **\*318**, by dialing **678-390-1100**, or by pressing the **Voicemail** key on your phone.

The first time you access your voicemail box, you need to record your name and a greeting to be heard by callers.

### 7.2 Using the voicemail system

The voicemail system is menu driven, so listen to the voice prompts and then press the keys on your phone to select which option you would like.

*Once you become familiar with the system, there is no need to wait until the voice prompts play before pressing a key – you can interrupt the announcements to speed up your experience.*

For your convenience, the most commonly used mailbox commands follow.

To listen to your voice messages from the main menu:	Press 1 1
To save a message once you've listened to it:	Press 2
To delete a message once you've listened to it:	Press 3
To change your mailbox settings from the main menu:	Press 4
To cancel the current operation:	Press *
To go back to the previous menu:	Press *
To finish entering digits, or recording an announcement:	Press #

## 8. COMMPORTAL

CommPortal gives you a powerful and easy-to-use web interface to access and modify your phone's Line 1 settings.

### 8.1 Logging in

To log in, follow these steps:

- Open a browser and direct it to **<http://comportal.syncglobal.net/portal>**
- Enter your phone number.
- Enter your password.

### 8.2 Changing your password

If this is the first time you have accessed CommPortal, you should change your password to one that only you know. To do this, follow these steps. **NOTE:** *This is also the new PIN to access your voicemail.*

- Select the Settings page.
- Enter your new password in the Password box.
- Re-enter your new password in the Confirm Password box.
- Click Change Password.

### 8.3 CommPortal Assistant

You can use the CommPortal Assistant tab under the main Settings tab to download CommPortal Assistant, which allows you to

- log in to CommPortal automatically when your computer starts.
- receive notifications of new voicemail messages.
- access contacts and synchronize these with your Outlook contacts.
- configure call services from your desktop.

### 8.4 CommPortal overview

#### 8.4.1 Dashboard

Once you've logged into CommPortal you will see the **Dashboard** page. This displays:

- a count of saved and new voice messages and faxes, depending on your Class of Service.
- your most recent missed calls.
- your contacts, along with a quick search facility.
- popular settings you may have applied to your phone.

## 8.4.2 Messages & Calls

The **Messages** tab displays all of your new and saved voice messages. You can play these voice messages from within your browser by clicking on them. You can also delete messages, mark them as heard or unheard, and forward them as emails or as voicemails to another subscriber.

The **Missed Calls**, **Dialed Calls** and **Received Calls** tabs show you details of all the most recent calls you have missed, dialed, and answered.

## 8.4.3 Contacts

The **Contacts** page allows you to manage your contacts and their contact information. An easy search facility is also provided.

## 8.4.4 Call Manager

The **Summary** tab of **Call Manager** gives you an easy-to-understand description of what will happen to calls coming to your number.

The other tabs allow you to change the settings of your phone accounts, such as Call Forwarding and Do Not Disturb, as well as more advanced features such as Follow Me.

- To turn a feature on, click the red cross so that it becomes a green tick and click on **Apply**.
- To disable a feature, click the green tick so it becomes a red cross and click on **Apply**.

## 8.5 Help

Context-sensitive help is always available in CommPortal by clicking on the Help link. This launches a separate window with a detailed description of the tab you have selected, along with instructions for features on that tab and how to configure them.

## 9. ACCESS CODES

This section lists your phone system's most commonly used access codes.

**NOTE:** *Frequently used codes are also set up as soft keys on most handsets for easier access.*

Immediate Call Forwarding Activation	<i>*72 + number to forward to</i>
Immediate Call Forwarding Deactivation	<i>*73</i>
Busy Call Forwarding Activation	<i>*90 + number to forward to</i>
Busy Call Forwarding Deactivation	<i>*91</i>
No Answer Call Forwarding Activation	<i>*92 + number to forward to</i>
No Answer Call Forwarding Deactivation	<i>*93</i>
Park a Call	<b>Xfer + *98 (listen for orbit code) + Xfer</b>
Retrieve Parked Call	use orbit button OR *99 + orbit code
Do Not Disturb Activation	<i>*78</i>
Do Not Disturb Deactivation	<i>*79</i>
Automatic Recall	<i>*69</i>
Group Call Pickup	<i>*11</i>
Voicemail	<i>*318</i>