Quick Start Guide to Basic Phone Operations

Using the Headset or Speaker
» Use the Speaker Button to turn the speaker on/off
» Use the Headset Button to use the headset once it had been connected

Answering a Call
Single Incoming Call
» Via handset – simply pick up the handset.
» Via speakerphone – press the Speaker Button.
» Via headset – With headset mode active, press the Headset Button.

Multiple Incoming Calls
» When there is a call waiting, users will hear a Call Waiting tone.
» The next available LINE will flash red.
» Answer the incoming call by pressing its corresponding LINE button.

Making a Call
» Take handset/headset off-hook OR activate speakerphone (by pressing Speaker Button or an available LINE key).
» The line will have dial tone and its LED lamp will turn green. (If you wish, select another LINE key.)
» Enter the phone number.
» Press the SEND soft key.

Redial
» Press the History Button & select the number to redial.
» Press the SEND soft key.

Call Hold/Resume
» Hold: Place a call on ‘hold’ by pressing the hold button.
» Resume: Resume call by pressing the corresponding blinking LINE.

Volume Adjustment
» Use the Volume Button (up & down arrow keys) to adjust the ring volume when the phone is idle.
» Press the volume button during an active call to adjust the call volume.

Ending a Call
» End a call by pressing the CANCEL soft key, or hang up the phone.

Transferring & Parking Calls

Blind Transfer
In a blind transfer, you transfer the caller without speaking to the new recipient beforehand.
» Press the transfer button.
» Enter the number to which the call should transferred.
» Press the Transfer button again to complete the transfer.

Attended Transfer
In an attended transfer, the caller is placed on hold while you speak to the new recipient before actually transferring the call to them.
» With the call in progress, press the Transfer button or the Transfer soft key. Your caller is now on hold.
» Enter the number of the person to whom you wish to transfer, then press either # or the SEND soft key.
» After speaking to the new recipient to find out if he or she can accept the call, you can complete the transfer by pressing the Transfer Button.

Note: If the new recipient cannot accept the call, you can cancel the transfer by pressing the CANCEL soft key. You can then press the TRANSFER soft key to keep the caller on hold while you dial a new recipient. Or, you can press the RESUME soft key to speak to the caller.

Transfer to Voicemail
» While on a call, press the TRANSFER TO VOICEMAIL softkey.
» Enter the extension number and press DONE.
» The call will now be transferred to the voicemail of the extension number you defined.

Call Parking
The Call Parking feature is a form of putting a call on hold so that the intended party can retrieve the call from elsewhere.
» While on the call, press the PARK softkey at any time.
» The caller will be parked and their slot number will be played back to you.

Viewing/Retrieving Parked Calls
» Pressing the PARK softkey while not on a call will display a list of parked calls.
» You can see the caller ID of the person parked and how long they have been parked.
» From here you can pick up any specific parked call by using the up/down arrow keys and pressing DIAL.

Find more documentation:
bendtel.com/support/bhosted
Or contact support:
(541) 389-4020 | support@bendtel.com
Conference calls

3-Way Conference Calls
- Press the Conference Button.
- Dial the third party number followed by the SEND key.
- When the call is established to the third party, press the CONFERENCE soft key to initiate 3-way conference.

End a Conference Call:
- Press CANCEL to end the conference & hang up.

Voice mail

Recording a Voicemail Greeting
- Press the Voicemail button.
- Enter your password.
- Await prompt, then press 0 for mailbox options.
- Follow the prompts to select from the three available greeting types (Unavailable, Busy, Name, or Temporary), then record and save your greeting.

Checking Your Voicemail
- If a new voicemail is available in your inbox, the voicemail icon will display on the screen, a Message Waiting indicator light will flash, and your dial tone will be a series of short bursts followed by a steady tone.
- You can press the voicemail button on your phone at any time to check your voicemail.

Activate Temporary Greeting:
Temporary greeting remains active until erased.
- Press the voicemail button and enter your password.
- Await prompt, then press 0 for mailbox options.
- When prompted, press 4 to record a temporary greeting.
- After recording your greeting, press #.
- You will now have the option to accept your greeting, review it, or re-record.
- After you are satisfied with your greeting, press 1 to accept and activate it.

Erase Temporary Greeting:
- Press the Voicemail Button. You will hear the message “Your temporary greeting is currently active.”
- Await prompt, then press 0 for mailbox options.
- Press 4 for temporary greeting.
- Press 2 to erase your temporary greeting.

Enable/Disable Call Forwarding
- Press the Call Forward softkey.
- A message, “Call Forward: Disabled”, now appears on your phone screen.
- Click either the Select softkey or √ (checkmark) button to enable Call Forwarding.
- An black entry field appears onscreen. Using the keypad, input the telephone number to which you’d like to forward your calls, and press the Done button.
- You can now see that Call Forward is enabled with the number you just defined. You can press the Change button to toggle this back to disabled.

Note: A red lamp appears next to the Call Forward softkey when the feature is activated. The lamp turns green when the feature is deactivated.

Setting Call Forward Presets
- Press the Call Forward softkey.
- Once inside the “Call Forward” application, press the Presets button.
- From here, you can highlight options for Home, Cell and Office. Then, press the Change button to edit or define your presets.
- Enter in the number and press the Done button.

LCD Icon Meanings

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>📣</td>
<td>DND (Non Phone App)</td>
</tr>
<tr>
<td>🎧</td>
<td>Headset Enabled</td>
</tr>
<tr>
<td>📞</td>
<td>Missed Call</td>
</tr>
<tr>
<td>🌐</td>
<td>Network Down</td>
</tr>
<tr>
<td>🗝️</td>
<td>Phone Locked</td>
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<tr>
<td>🕥</td>
<td>Ringer Muted</td>
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<tr>
<td>☑️</td>
<td>SRTP Active</td>
</tr>
<tr>
<td>📡</td>
<td>Voicemail Waiting</td>
</tr>
<tr>
<td>🌐</td>
<td>VPN Enabled &amp; Active</td>
</tr>
<tr>
<td>⚡️</td>
<td>ZRTP Active for Call</td>
</tr>
</tbody>
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Other Features

Mute Button
The Mute feature disconnects the microphone on your handset or speakerphone so that side conversations will not be heard.
- Press the Mute button.
- When Mute is on, the button will turn red and a red microphone will show up on the phone’s screen.
- Turn Mute off – Press the Mute button again.

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