



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
- » The current call will be put on hold
- » Toggle between the calls using the LINE Button

Ending a Call

- » End a call by pressing the CANCEL soft key, or hang up the phone

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 & use the up/down arrows to 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 button or by pressing the RESUME soft key



Volume Adjustment

- » Use the Volume Button (+/-) to adjust the ring volume when the phone is idle
- » Press the Volume Button (+/-) during an active call to adjust the call volume

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 be 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 caller to them.

- » With the call in progress, press the Transfer Button or the TRANSFER soft key and 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 they 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 XFER VM soft key
- » Enter in the extension number and press DONE
- » The call will now be transferred to the voicemail of the extension number you selected

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 any phone available.


- » While on the call, press the PARK soft key at any time
- » The caller will be placed on park and a red light will indicate which Park Button the caller has been placed
- » The parked call can then be retrieved from any phone by selecting the Park Button indicated by the solid red light next to it

Find more documentation:
bendtel.com/support/bhosted

Or contact support:
 (541) 389 - 4020

Voicemail

Recording a Voicemail Greeting

- » Press the Voicemail Button 
- » Enter your PIN or extension number
- » Await prompt, then press 0 for mailbox options
- » Follow the prompts to select from the four 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

Checking Voicemail Remotely

- » Contact BendTel's Support team to verify and enable a secure path to your voicemail
- » Follow directions provided by BendTel's Support Team

Activate Temporary Greeting:

Temporary greeting remains active until erased.


- » Press the Voicemail Button and enter your PIN or extension number 
- » 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:

- » By pressing 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

Conference calls

3-Way Conference Calls

- » Press the Conference Button 
- » Dial the third party number followed by the SEND soft 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

Leave a Conference Call:

Useful when tying two outside parties together.

- » While in a conference call, press LEAVE
- » The two other parties will now be joined together


Split a Conference Call:

- » While in a conference, press SPLIT
- » The two other parties will be placed on hold and can now be handled separately

Other Features

Mute Button

The Mute feature disconnects the microphone on your handset or speakerphone so that side conversations will not be heard.

- » Turn Mute on – During a call, 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

Enable/Disable Call Forwarding











- » Press the CALL FORWARD soft key
- » A message, "Call Forward: Disabled", now appears on your phone screen
- » Click either the SELECT soft key or ✓ (checkmark) button to enable Call Forwarding
- » A black entry field appears on screen, click SELECT or ✓ (checkmark) button, 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. Press the Change Button to toggle this back to disable

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

Setting Call Forward Presets

- » Press the CALL FORWARD soft key
- » Once inside the "Call Forward" application, press the Presets Button
- » From here, you can highlight options for Home, Cell, and Office or, press the Change Button to edit and define your presets
- » Enter in the number and press the Done Button

LCD Icon Meanings

DND (Non Phone App)	
Headset Enabled	
Missed Call	
Network Down	
Phone Locked	
Ringer Muted	
SRTP Active	
Voicemail Waiting	
VPN Enabled & Active	
ZRTP Active for Call	

Find more documentation:
bendtel.com/support/bhosted

Or contact support:
(541) 389 - 4020