



QUICK START GUIDE

FOR ZULTYS VOIP DESK PHONES

BASIC CALL FEATURES

Note: These instructions can differ from model to model. Contact **Americom Communications** for questions.

PLACING A CALL

USING THE HANDSET

- Pick up the handset.
- Enter a 10-digit number or extension.
- Press the **Send** soft key or **#** button.

USING THE SPEAKERPHONE

1. Enter a 10-digit number or extension.
2. Press the **Speaker** button, **Send** soft key, or **#** button.

USING THE HEADSET

1. Press the **Headset** button to activate it.
2. Enter a 10-digit number or extension.
3. Press the **Send** soft key or **#** button.

Note: You can alternate between modes during a call by pressing **Headset** button, **Speaker** button, or pick up the handset.

ANSWERING A CALL

USING THE HANDSET

Pick up the handset.

USING THE SPEAKERPHONE

Press the **Speaker** button or **Answer** soft key.

USING THE HEADSET

Press the **Headset** button, or **Answer** soft key if headset mode is active.

ENDING A CALL

USING THE HANDSET

Hang up the handset or press the **End Call** soft key.

USING THE SPEAKERPHONE

Press the **Speaker** button or **End Call** soft key.

USING THE HEADSET

Press **End Call** soft key.

MUTING A CALL

Press the **Mute** button to toggle the microphone during a call.

HOLDING A CALL

Note: Calls on hold cannot be shared with other users.

PLACE A CALL ON HOLD

Press the **Hold** button or **Hold** soft key.

RESUME A CALL ON HOLD

- If there is only one call on hold, press the **Hold** button or **Resume** soft key.
- If there is more than one call on hold, press the **Up** and **Down** arrows to select the desired call. Press the **Hold** button or **Resume** soft key.



PARKING A CALL

Note: Parked calls are shared with every user that has those park keys.

PLACE A CALL ON PARK

1. Press the **Park** or **Park #** soft key. The phone will display the **Park #**.
2. Press the **Exit** soft key to close the menu.

PICK UP A CALL ON PARK

Press the flashing **Park #** soft key, or press the **Pickup** soft key and enter the **Park #**.

TRANSFERRING A CALL

BLIND TRANSFER

1. Press the **Transfer** button or **Transfer** soft key. The call is placed on hold.
2. Enter a 10-digit number or extension.
3. Press the **Transfer** button or **B Transfer** soft key.

SUPERVISED TRANSFER

1. Press the **Transfer** button or **Transfer** soft key. The call is placed on hold.
2. Enter a 10-digit number or extension.
3. Press the **Send** soft key or **#** button.
4. Press the **Transfer** button or **Transfer** soft key when ready to complete the transfer, or press the **X** button to cancel the transfer.

VOICEMAIL TRANSFER

1. Press the **Transfer** button or **Transfer** soft key. The call is placed on hold.
2. Dial ***86** or press the **to VM** key if available.
3. Dial an extension.
4. Press the **B Transfer** soft key.

ACCESSING VOICEMAIL

Note: Your PIN is the same for the personal and group voicemails. You can only access a group voicemail if you are in that group.

First-time **PIN** is **2580**.

PERSONAL VOICEMAIL

1. Press the **Message** button or dial ***86** and press **Send**.
2. Enter your **PIN** and press **#**.

GROUP VOICEMAIL

1. Press the **General** or **Group VM** key. This may be labeled differently depending on the system.
2. Enter your **Extension** and press **#**.
3. Enter your **PIN** and press **#**.

PAGING

1. Press the **Page**, **Page All**, or **Intercom** key. This may be labeled differently depending on the system.
2. Hang up when the page is complete.

CALL HISTORY AND REDIAL

- Press the **Redial** button to enter the **Placed Calls** list. Press the **Up** and **Down** arrows to scroll through the list.
- Press the **Redial** button twice to call the last dialed number.

CONTACT

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