

Objectworld™

Objectworld Unified Communications Server®

Aastra 9112i IP User Guide

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1 Aastra Model 9112i IP Overview

This document is designed to outline the features and functions of the Aastra Model 9112i IP phone in relation to the Objectworld Unified Communications Server™. It covers the following topics:

- [Overview](#)
- [Display Features](#)
- [Using the Aastra Web UI](#)

For information about installing and configuring this product, see the Installation and Configuration Guide provided by Objectworld.

1.1 Overview

This document is not intended to replace the Aastra Model 9112i SIP IP Phone User Guide. For more detailed information about the product, particularly its operation in the absence of UC Server, please refer to the Aastra User Guide.

1.2 Display Features

Navigation arrow keys

The arrow keys located below the display are navigation keys that allow you to scroll through and select various options.



Programmable keys

There are two programmable keys, located to the far right of the dial pad, below the Swap key.

You can set the programmable keys with any of the following functions:

- Speeddial
- DND (do not disturb)
- XML

These keys can also be set up to quickly access features such as voice mail.

1.3 Using the Aastra Web UI

You can access the 9112i phone's options using the Aastra Web UI. To access the Aastra Web UI, you need to know the IP address of your phone.

To find your phone's IP address

- 1 Press the **Options** button on the phone to enter the Option List.
- 2 Use the **Down** key to scroll down the list of the options to **Phone Status** and press the **Right Arrow** key to select.
- 3 Select **Network Port** and press the **Right Arrow** key.
The IP address of your 9112i IP phone displays in the **IP Address** field.

To access the Aastra Web UI

- 1 Open your Web browser and enter the phone's IP address or host name into the address field.
- 2 At the prompt, enter your user name and password and click **OK**.



NOTE: For a user, the default user name is "user" and the password field is left blank.

The Network Status windows displays for the IP phone you are accessing.

- 3 You can log out of the Aastra Web UI at any time by clicking LOGOFF.

2 Using Aastra 9112i IP Phone Features


This chapter outlines the keys and features that are available on the Aastra phone. UC Server supports the following main features of the Aastra Model 9112i IP phone:


- [Placing Calls](#)
- [Answering Calls](#)
- [Holding and Resuming Calls](#)
- [Muting and Unmuting Calls](#)
- [Conferencing](#)
- [Transferring Calls](#)
- [Ending Calls](#)
- [Redialing](#)
- [Forwarding Calls](#)
- [Changing the Volume](#)
- [Setting Do Not Disturb](#)
- [Selecting a Ring Tone](#)
- [Listing Calls](#)
- [Speed Dialing](#)
- [Accessing Voice Mail](#)

2.1 Key Descriptions

Hard keys

The following hard keys labeled on your phone are configured for the call-handling features:

Callers 

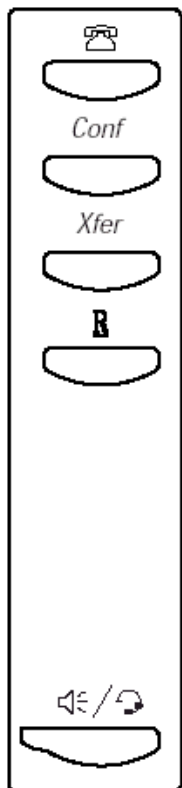
Conference 

Transfer 

Redial 

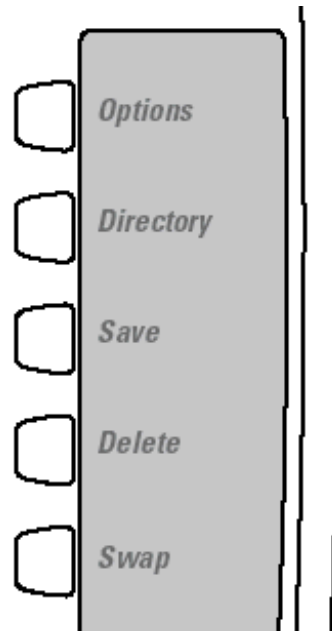
Mute 

These keys are static and cannot be programmed or changed. They are located to the right of the dial pad.



The following keys are configured for managing phone features and settings:

- Options
- Directory
- Save
- Delete
- Swap



Hard keys are configured for these call-handling features. These keys are static and cannot be reprogrammed or changed. They are located to the far upper right of the dial pad.

2.2 Placing Calls

This section describes ways to make calls on your 9112i phone, using your handset, speakerphone, or headset.

To dial a number

- 1 Take the handset off-hook by
 - Lifting the handset (the phone automatically selects the next open line) and then entering the number.
 - Pressing the speaker phone or headset button, and then entering the number.
 - Pressing a line button, and then entering the number.
- 2 If you are pre-dialing the number, enter the number and then press either the **Dial** softkey, the speaker phone or headset button, or one of the four line/call appearance hard keys.

2.3 Answering Calls

When a call rings at your extension, the Inbound Call screen appears. The line/call appearance light flashes quickly for the incoming call.

When you answer the call, the screen changes to the Connected State menu. If you cannot answer the call, depending on the setting at the system, the call is redirected, for example, to your voice mailbox, if your extension is configured for that.

To answer a call

- 1 If you want handsfree operation, press the Pickup softkey or the line/call appearance button for the incoming call.
- 2 If you want handsfree or headset operation, press the button for handsfree or headset.
The setting that you have selected in the Options List for Audio Mode determines whether the call goes to handsfree or headset operation.
- 3 If you want handset operation, lift the handset.

2.4 Holding and Resuming Calls

When you put a call on hold, only your phone can retrieve the call.

To put a call on hold

- 1 Make sure that you are connected to the call that you want to put on hold.
- 2 Press the **Hold** softkey.

The line/call appearance light begins to flash slowly, and the screen displays “Hold” with the line number the call is held at on your phone.

Automatic hold

When you are juggling multiple calls, you do not have to press the hold button to go from one call to the next. The phone automatically puts the current call on hold when you press a new line/call appearance button.

Retrieving a call from hold

If you have more than 1 call on hold, you can scroll through the held call information by pressing the navigation arrow keys. To reconnect to a call, press the line/call appearance button when this call is being held, or press the **Pickup** softkey.

2.5 Muting and Unmuting Calls

Press the microphone button to mute handset, headset, or handsfree. The speaker light flashes slowly and the text “Mute” appears on the screen. You can still hear the caller, but the caller does not hear you. Switch between mute and unmute by pressing the microphone button.



NOTE: If you put a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

2.6 Conferencing

The 9112i phone supports up to three parties (including you) in a conference call. This is a 3-way call.

To create a conference call

- 1 Make sure that you are connected to the first party that you want to include in the conference.
- 2 Press the **Conf** button.
- 3 Dial the number of the person that you want to add to the conference.
- 4 Wait for the new party to answer.
You can consult with the new party before you add them to the conference.
- 5 If you do not want to add the new party to the conference, press the telephone button while connected to the new call.
This disconnects the new party, leaving the original call on hold.
To go back to the original call, press the line/call appearance button for this call.
- 6 If you want to add the new party to the conference, press the **Conf** button again.



NOTE: Only the conference originator can send dual-tone multi-frequency (DTMF) or touch tone dialing to conference parties. DTMF tones can be used to interact with voice mail systems and automated attendants.

To drop a party from the conference

- 1 Use the navigational keys to navigate to the desired party's call appearance screen, or press the **Next** and **Previous** softkeys (if visible).
- 2 Press the **Drop** softkey.



NOTE: If you disconnect from the conference, the other two parties also disconnect.

2.7 Transferring Calls

There are two types of call transfer: blind transfer and consultative transfer. A blind transfer transfers a call to directly to another extension, and disconnects the call with the sender when the receiving party answers.

You can also consult with the person you are transferring the call to before you complete the transfer. For a consultative transfer, remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer, or go back to the original call.

To blindly transfer a call to another extension

- 1 Make sure that you are connected to the call that you want to transfer.
- 2 Press the **Xfer** button.
- 3 Enter the extension number of the person to which you want to transfer the call.
- 4 If you decide not to transfer the call, go back to the original call by pressing the line/call appearance button for the held call.
- 5 Press the **Xfer** button again to initiate the transfer.

The transfer will complete once the receiving party answers the call.

You can optionally drop out of the transfer before the receiving party answers the call (effectively resulting in a true blind transfer), by selecting the line/call appearance button for the original inbound call, and pressing the **Drop** soft key.

To perform a consultative transfer to another extension

- 1 Make sure that you are connected to the call that you want to transfer.
- 2 Press the **Xfer** button.
- 3 Enter the extension number of the person to which you want to transfer the call.
- 4 If you decide not to transfer the call, go back to the original call by pressing the line/call appearance button for the held call.
- 5 Press the **Dial** soft key to initiate the consultative transfer.

- 6 When the receiving party answers the call, press the **Xfer** button to complete the transfer.

If instead you would like to cancel the transfer and return back to the original caller, drop the current call by pressing the **Drop** soft key, then press the line/call appearance button for the held call.

2.8 Ending Calls

To end a call, make sure you are connected to a call, and press the telephone button or the **Drop** softkey. If you are connected through the handset, you can also place the handset back on hook to end the call.

2.9 Redialing

Press the **Redial** button to automatically dial the number that was most recently dialed from your telephone.

2.10 Forwarding Calls

The call forwarding on the IP phone allows incoming calls to be forwarded to another destination.

Call forwarding is disabled by default. You can enable call forwarding on a global basis only.

The following are the modes you can configure for call forwarding:

Table 2–1: Call forwarding modes

| Call Forward Mode | Description |
|--------------------------|--|
| Off (Aastra Web UI only) | Disables call forward |
| All | Phone forwards all incoming calls immediately to the specified destination |
| Busy | Phone forwards incoming calls if the line is already in use |
| No Answer | Phone forwards the call if it is not answered in the specified number of rings |
| Busy No Answer | Phone forwards the call if either the line is already in use or the call is not answered in the specified number of rings. |

2.11 Changing the Volume

To change the ringer volume setting, press the volume button when the phone is on-hook and idle.

2.12 Setting Do Not Disturb

The IP phones have a feature that you can enable called Do not Disturb. The DND function allows you to turn “do not disturb” on and off.

If DND is on, callers to the phone hear a busy signal or a message, depending on how your system administrator set up the configuration server. The second line on the screen of the IP phone shows when DND is set.

If the phone shares a line with other phones, only the phone that has DND configured is affected.

You can set DND on the programmable keys using the Aastra Web UI only. DND is not configurable from the IP phone UI.



NOTE: For information about accessing the Aastra Web UI, see [“Using the Aastra Web UI” on page 2](#).

To set a key for the Do Not Disturb feature

- 1 On the Aastra Web UI, click **Operation > Programmable Keys**.
- 2 Select **Hard Key 1** or **Hard Key 2**.
- 3 In the **Type** field, select **do not disturb** to apply to the programmable key.
- 4 Click **Save Settings** to save your changes.
- 5 Click **Operation > Reset**.
- 6 In the **Restart Phone** field, click **Restart** to restart the IP phone.

2.13 Selecting a Ring Tone

You can configure ring tones and ring tone sets on the IP phones. There are several distinct ring tones a user can select from to set on the IP phones. You can enable and disable these ring tones on a global basis only.

The following table identifies the valid settings and default values for each type of configuration method.

Table 2–2: Ring tone settings table

| Configuration Method | Valid Values | Default Value |
|----------------------|--|--------------------------|
| IP Phone UI | <i>Global:</i> Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent | <i>Global:</i> Tone 1 |
| Aastra Web UI | <i>Global:</i> Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent | <i>Global:</i> Tone 1 |

To configure a ring tone using the IP Phone UI

- 1 Press **Options** on the phone to enter the Options List.
- 2 Select **Tones**.
- 3 Select **Set Ring Tone**.
- 4 Select the type of ring tone (Tone 1 through Tone 5, or Silent).
- 5 Select **Set** and then Select **Next**.
- 6 Select **Tone Set**.
- 7 Select the country for which you want to apply the tone set.
Valid values are Australia, Europe, France, Germany, Italy, UK, and US. The default is US.
- 8 Select **Set**.
The ring tone and tone set you select is immediately applied to the IP phone.

To configure a ring tone using the Aastra Web UI

- 1 Click **Basic Settings > Preferences > Ring Tones**.
- 2 In the **Ring Tones** section, select a country from the Global Ring Tone field.
See the Ring Tone Settings Table for valid values.

- 3 Click **Save Settings** to save your settings.
These changes are not dynamic. You must restart your IP phone for the changes to take affect.
- 4 Click **Operation > Reset**.
- 5 In the **Restart Phone** field, click **Restart** to restart the IP phone and apply the ring tone.

2.14 Listing Calls

The IP phones have a “Callers List” feature that stores the name, phone number, and incremental calls, for each call received by the phone.

You can view, scroll, and delete line items in the Callers List using the IP phone UI. You can also directly dial from a displayed line item in the Callers List. You can download the Callers List to your desktop for viewing using the Aastra Web UI.

When you download the Callers List, the phone stores the callerlist.csv file to your computer in comma-separated value format. Use any spreadsheet to open and view the file. The file displays the name, phone number, and the line on which the call was received.

To use the Callers List from the IP phone

- 1 Press **Services** on the phone to display the Services menu.
- 2 From the Services menu, select **Callers List**.
- 3 Use the up/down arrows to scroll through the line items in the Callers List.



NOTE: To the left of a line item, a telephone icon displays with the handset ON or OFF the receiver. The ON receiver indicates the call came in as a missed call. The OFF receiver indicates the call came in and was answered.

- 4 If you want to dial the entry displayed in the Callers List, pick up the handset, press the handsfree key, or press a line key.

To delete a Callers List line item

- 1 Select the line item that you want to delete.
- 2 Press the **Delete** softkey.

To save a line item to a programmable key for speed dialing

- 1 Press the **Save** softkey.
- 2 Enter the line number at the **Save to?** prompt that is already configured for speed dialing at the softkey.

To exit the Callers List

- Press the **Services** key.

2.15 Speed Dialing

You can set the speed dial function using the IP phone UI or the Aastra Web UI. You can save 2 speed dial numbers and names to the 9112i. These can be programmed to dial directly to another person's line or extension, or set up to quickly access features such as Caller ID (*69) or voice mail.

To enter a name or number for a speed dial key using the phone UI

- 1 Press **Save**.
The screen displays "Save to?".
- 2 Select a Programmable Key you want to save to.
- 3 At the "Enter Number" prompt, use the dial pad key to enter the number.
- 4 Press **Save**.
- 5 At the "Enter Name" prompt, use the dial pad keys to select the letters.
Continue to press the number key to access the next letter for that key (for example, press 2 three times to access C). Press the Right Arrow key to move to the next space, or wait a moment and the cursor automatically advances. To insert a space between letters, press the Right Arrow key. To backspace and erase a mistake, press the Left Arrow key or Delete. You can save up to 16 letters and numbers on each programmable key entry.
- 6 Press **Save** to finish.

To enter a name or number for a speed dial key using the Aastra Web UI

- 1 Click **Operation > Programmable Keys**.
- 2 Select **Hard Key 1** or **Hard Key 2**.
- 3 In the **Type** field, select **speeddial** to apply the programmable key.
- 4 In the **Value** field, enter the phone number or extension to apply to this hard key for speed-dialing.
- 5 Click **Save Settings** to save your changes.
- 6 Click **Operation > Reset**.
- 7 In the **Restart Phone** field, click **Restart** to restart the IP phone.

2.16 Accessing Voice Mail

The voice mail feature on the 9112i IP phone allows you to use a line, configured with a phone number for dialing out, to connect to a voice mail server. For each assigned voice mail number, there can be a minimum of 0 or a maximum of 1 voice mail access phone number.

The voice mail list displays a list of phone numbers assigned to the 9112i that have registered voice mail accounts associated with them.



NOTE: The voice mail list does not display the voice mail access number.

The phone displays up to 99 voice mails for an account, even if the number of voice mails exceeds the limit.

Registered account numbers that exceed the length of the screen, either with or without the voice mail icon and the message count, are truncated with an ellipse character at the end of the number.

The end of the voice mail list displays the number of new voice mail messages.

To use voice mail

- 1 Press **Services** on the phone to display the Services menu.
- 2 Select **Voicemail**.
- 3 Use the up and down arrows to scroll through the line items in the voice mail list.
- 4 Select the line item that you want.
- 5 Press the handsfree key, **Scroll Right** key, or press a line softkey to make an outgoing call using the voice mail access phone number associated with the line for which the voice mail account is registered.



TIP: From a selected item in the voice mail list, you can also lift the handset to make an outgoing call using the voice mail access phone number.

3 Using UC Server Features

This chapter outlines the phone features that are available with UC Server. The UC Server call feature access codes are summarized in the following section:

- [Using the UC Server Call Feature Access Codes](#)

UC Server supports the following features listed below.

- [Parking Calls and Picking up Parked Calls](#)
- [Picking up Calls Ringing at Another Extension](#)
- [Using the UC Server Conference Bridge](#)
- [Queuing Calls](#)
- [Paging](#)

3.1 Using the UC Server Call Feature Access Codes

To access various call features, key press sequences are provided by UC Server.



NOTE: Some features may be unavailable depending on the particular system configuration. See your system administrator for more information.

| UC Server Call Features | Key Codes | Examples and Notes |
|--|-----------------|--|
| Transferring Calls | | |
| <i>Transfer a call to another user's voice mail</i> Allows you to transfer a current call to another user's voice mail/PA/PBA service. This features is useful when the intended recipient is away from their desk or out of the office. Note: The extension dialed must be at least 3 digits long. | *86 + extension | To transfer to extension 300's voice mail, dial: *86300 |

UC Server Call Features

Transfer a call to a call queue
 Use this feature to transfer a caller to a preconfigured departmental call queue. If no agents logged into the queue are available to take the call, the caller is put on hold until an agent is available.

Key Codes

*80 + queue#

Examples and Notes

To enter queue 500, dial:
*80500

To transfer a caller to queue 500:
 1. Press **Transfer**
 2. Dial *80500
 3. Press **Send**

Queuing Calls

Log into a call queue
 Allows you to start receiving calls for the specified queue.

*81 + queue#

To login as an agent to receive calls directed to queue 500, dial:
*81500

Log out of a call queue
 Allows you to stop receiving calls for the specified queue.

*82 + queue#

To logout as an agent to no longer receive calls for queue 500, dial:
*82500

Temporarily Stop Accepting Queued Calls
 Temporarily makes yourself unavailable for accepting queued calls, while not resetting the longest idle agent status.

*83 + <1 - 9>

Dial:
*83
 Press a number from 1 to 9 to indicate your reason for being unavailable.

Reset agent status to available
 Make yourself available again to accept queued calls

*83 + 0

Dial:
*83
 Press "0" at the prompt.

Check agent status in a call queue
 Check your agent status to verify whether you're currently logged into a call queue, temporarily unavailable, or currently logged out of a call queue.

*84 + queue#

To check your agent status in a call queue with queue number 500, dial:
*84500

Picking up Other Calls

Picking up Calls Ringing at Another Extension

Ringing call pickup allows you to pickup a call that is ringing at a different extension.

*78 + extension

To pickup a call that is ringing at extension 300, dial:
*78300

Pickup a connected call
 Connected call pickup allows you to pickup a call that is currently connected to a different extension.

*27 + extension

To pickup a call that is currently connected to extension 300, dial:
*27300

| UC Server Call Features | Key Codes | Examples and Notes |
|--|----------------|---|
| <u>Using the UC Server Conference Bridge</u> | | |
| <p><i>Conference Server</i> Note: The bridge number must be 4 digits long.</p> | 7050 + bridge# | To automatically connect to the conference server bridge number 1234, dial: 70501234 |
| <p><i>Conference Server - Prompt Caller</i> This feature is used for external callers to connect to a conference bridge.</p> | 7050 | To connect to the conference server, dial: 7050 You will then be prompted to enter a bridge number. |
| <u>Parking Calls and Picking up Parked Calls</u> | | |
| <p><i>Park a call using a specific park number</i> Allows you to park a call so that you can pickup the call using a different phone. This feature is useful if you need to switch phones while on a call.</p> | *99 + park# | To park a currently connected call at park number 1234: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *991234 The call is automatically parked at 1234. |
| <p><i>Park a call at a park number selected by UC Server</i> This feature is the same as above, except that the call is parked at a number chosen by UC Server instead of you choosing the number to park the call. This is useful if you are uncertain whether another call has already been parked at a particular number.</p> | *99 | To park a currently connected call: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *99. The system will tell you what number the call is parked at. |
| <p><i>Pickup a parked call</i> Enables a user to pick up a parked call</p> | *98 + park# | To pickup a call parked at 1234, dial: *981234 |
| Paging | | Contact your system administrator for instructions on sending recorded pages. |
| <p><u>Sending a live page</u> You can send a live page.</p> | *72 | To send a live page 1. Dial *72 (or *PA) 2. After you hear the tone, begin speaking. 3. When you are finished with the page, hang up or use the end call function on your phone. |

3.2 Parking Calls and Picking up Parked Calls

You can park an active call, and then have the parked call picked up on another phone. This feature is useful if you want to change phones during a call.



NOTE: Call park/pickup is a feature that must be enabled by your system administrator for use on your phone.

There are two methods of parking calls. In one method, UC Server selects the next available park number. Alternatively, you can select your own park number. Having UC Server select the park number is useful if you are uncertain whether a call is already parked at a particular number.

If more than one identity (for example, more than one extension number) is assigned to your phone, then transfer the call rather than putting the active call on hold.



NOTE: If a person whose call has been parked then puts the call on hold, the person retrieving the parked call will hear dead air or silence until the other party resumes the call.

To park a call at the next available park number

- 1 Put the current call on hold.



NOTE: If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

- 2 Dial ***99**.
- 3 Note the **hold position** that plays over the telephone.

The hold position is used by the person who answers the parked call. UC Server selects the park number for the caller starting at 1, or the next available higher number.

- 4 Press **DIAL**.

The call is removed from the hold position, and put in the system park position.

To park a call at a selected park number

- 1 Put the current call on hold.



NOTE: If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

- 2 Dial ***99**.

- 3 Enter the number that you want to use as the park number.

The hold position is used by the person who answers the parked call. For example, if you enter 1234, then the call is parked at 1234, and can be picked up at 1234.

- 4 Press **DIAL**.

The call is removed from the hold position, and put in the park position.

To answer a parked call

- 1 Typically, a company announcement informs you that a call is on hold for you.

- 2 Dial ***98**.

The system prompts you for the park hold position.

- 3 Dial the number of the park hold position.

The system disconnects the current call and presents a new call.

- 4 Answer the new call to speak to the parked caller.



NOTE: If nobody answers the parked call, the call rings the extension that originally put the call on system park.

3.3 Picking up Calls Ringing at Another Extension

Ringling call pick up allows you to answer other ringing telephones, which means that you no longer have to run to answer another person's telephone. You can divert a ringing call from another telephone, typically within earshot, to your own telephone to answer.

To use ringling call pick up, you must know the extension of the phone that is ringing.

This feature also allows for night bell support. Many small companies have an audible bell that rings after business hours. Night bell support can also allow employees to contact security after hours. This feature can allow employees, for example on manufacturing floors, who are not stationed at a particular desk to answer any telephone.



NOTE: To use ringling call pick up, your phone must be configured to receive incoming calls. Make sure that such features as **call forwarding** and **do not disturb** are *not* enabled on the phone.

To answer a call on another user's phone

- 1 When you hear a phone that you want to answer, dial ***78<Extension>**.

Make sure that you dial, on your own phone, *78 plus the extension of the phone that is ringing.

- 2 If the phone has stopped ringing by the time you dial the *78 code, the system prompts you to enter your pickup ID.



NOTE: If the pickup ID that you enter is invalid, the system prompts you with “That is not a valid pickup ID,” and asks you to enter a valid pickup ID.

3.4 Using the UC Server Conference Bridge

UC Server has the ability to support a limited-sized conference bridge application. The number of participants is limited to the number of licenses available, however additional conference expansion licenses can be purchased. Use your SIP phone during the conference to access several options, such as muting or adding participants.

To access the conference bridge

- 1 From an internal telephone, dial **7050**.



TIP: You can also dial 7050 to access the conference bridge from the **dial by extension** or **dial by name** directory.

- 2 Enter the 4-digit **conference ID**.
- 3 Follow the prompts to access the conference bridge.



TIP: To access the list of options, you can **press *** while the conference is in progress.

Conference option list

When you press * during a conference, the following options are available. The available options depend on at which point during the conference you press *. Only relevant options are available.

- **Press 1** to mute yourself. Response: “You are now muted.”
- **Press 2** to unmute yourself. Response: “You are now unmuted.”
- **Press 3** to disable entry and exit notifications. Response: “Entry and exit notifications have been disabled.”
- **Press 4** to mute all other participants. Response: “All others have been muted.”



NOTE: When you press 4 to mute all participants, this does not apply to new callers who join the conference. To mute new callers, press 4 again.

- **Press 5** to unmute all other participants. Response: “All others have been unmuted.”
- **Press 7** to toggle between closing and opening the conference to additional participants. Response: “The conference is now closed to additional participants.” Response: “The conference is now reopened to additional participants.”
- **Press 9** to end the conference.
- **Press 0** to report the number of participants. Response: “Including yourself, there are x participants.”
- **Press #** to return to the conference.

3.5 Queuing Calls

Call queuing allows callers to remain in a queue while they wait for their call to be answered. If callers know the queue number, they can dial directly into the queue.

The company agent is typically associated with a particular area of expertise, for example, sales or support. A support agent who is ready to answer calls can log into the support agent queue and receive support calls in order of arrival. Call queuing allows calls to be distributed evenly among the agents that are logged into the queue.

For more information on queuing calls see the following sections:

- [Logging in and out of a call queue](#)
- [Temporarily stop accepting queued calls](#)
- [Checking your agent status in a call queue](#)

Logging in and out of a call queue



NOTE: The call queuing codes, in particular, the code to *Log out of a call queue* (*82) conflicts with one of the Grandstream feature codes, *Send Caller ID*. Therefore your system administrator may have changed the call queuing codes from their default values listed below. For more information see your system administrator.

To log in to a queue as an agent

- 1 Dial *81<QueueNumber>.
- 2 Hang up.

To log out of a queue as an agent

- 1 Dial *82<QueueNumber>.

As previously noted, your system administrator may have changed the code number from the default value of *82. For more information see your system administrator.

- 2 Hang up.

To dial directly into a queue as a caller

- 1 Dial *80<QueueNumber>.
- 2 Hang up.



NOTE: Contact your system administrator to obtain the queue number for your queue.

Temporarily stop accepting queued calls

If you are logged into a queue to accept incoming queued calls, there may be times when you wish to temporarily stop accepting queued calls, without logging out of the queue. You can manually set your status to unavailable to prevent accepting further incoming queued calls, without logging out of the queue.

Temporarily setting your status to unavailable does not change your "longest idle" position in the agent group. When you make yourself available again by logging back into the queue, your idle time is based on the time since your last call, including the time that you were unavailable.

To set your agent status to unavailable

- 1 Dial *83.
- 2 Press a number from 1 to 9 to indicate your reason for being unavailable.
- 3 Hang up.

To set your agent status to available

- 1 Dial *83.
- 2 Press "0" at the prompt.
- 3 Hang up.

Checking your agent status in a call queue

You can check your agent status to verify whether you're currently logged into a call queue, whether your status is set to temporarily unavailable, or whether you're currently logged out of the call queue.

To check your agent status

- 1 Dial *84<QueueNumber>.
- 2 Ensure that you enter the correct queue number.
The system will indicate your current status as:
 - Logged in
 - The agent is not available, service code <#>
 - Not Logged in
- 3 Hang up.

3.6 Paging

You can send a live page, which allows you to instantly broadcast a page.



NOTE: For instructions on sending recorded pages, contact your system administrator.

Sending a live page

To send a live page

- 1 From your phone, dial ***72** (or ***PA**).
- 2 After you hear the tone, begin speaking.
- 3 When you are finished with the page, hang up or use the end call function on your phone.

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