



Savecom User Guide

Placing Calls

You can place a call using the handset, speakerphone, or headset. You can dial the number first, and then choose the method—by picking up the handset, pressing , or pressing —or choose the method first, and then dial the number.

You can place calls in these ways:



- Manually, from the Dialer
- Automatically, by tapping a favorite in Home or Lines view
- Automatically, from your Favorites list, Recent Calls list, or Contact Directory.

Answering Calls

All incoming calls display in an Incoming Call window, as shown next.



To answer the call, do one of the following:

- To use the handset, pick up the handset.
- To use the speakerphone, press  or press **Answer**.
- To use your headset, press 

If you have a call and an incoming call arrives on the same or a different line, a call waiting tone beeps, and the Incoming Call window displays. To answer the call, press **Answer**. The call you were in is held.

If you don't answer the call within 10 seconds, the Incoming Call window disappears, and Calls view displays.

Rejecting Incoming Calls

Reject a call to stop your phone from ringing and send the call directly to voice mail. Calls you reject display in your Recent Calls list.

To reject an incoming call:

- From the Incoming Call window, press **Reject**. You can also reject an incoming call from Lines and Calls view.

The call goes directly to voice mail.

Setting Up Conference Calls

There are two ways to set up a conference: the conventional way—by calling two people and using the **Confrnc** soft key—or joining two existing calls using the **Join** soft key.

To set up a conference call:

1. Call the first person.
2. From Lines or Calls view, press **More** and then **Confrnc**. The active call is held.
3. Using the Dialer, call the second person.
4. When the second person answers, press **More** and then **Confrnc** to join everyone in a conference. The Active: Conference screen displays, as shown next.



Holding and Resuming Conference Calls

When you place a conference call on hold, you place the other two people in the call on hold. No one in a held conference call can hear each other.



To resume a held conference call:

- From Lines or Calls view, press **Resume**.

Savecom User Guide

Ending Conference Calls

- From Lines or Calls view, press **End Call**.

The conference call ends. By default, the other two people remain connected.

Splitting Conference Calls into Two Held Calls

When you split a conference, you end the conference and place the other two people on hold.

You can split an active or held conference call.

To split a conference call:

- From Lines or Calls view, press **Split**.

The conference call ends. By default, the other two people are held.

Transferring Calls

Attended Transfer

The user must speak with the receiving party to ensure that the call can be received.

1. From Lines or Calls view, press **Transfer**.
The active call is held.
2. From the Dialer, place a call to the person you want to transfer the call to.
3. When you hear the ring-back sound, press **Transfer** to complete the transfer. Or, if you want to talk with the person before the transfer completes, connect and talk with the person, and then press **Transfer**.
To cancel the transfer before the call connects, tap **Cancel**.

Blind Transfer

Allows you to transfer a call with no knowledge as to whether the receiving party will be available to receive the call (can be used to transfer calls to voicemail or cell phone).

1. From Lines or Calls view, press **Transfer**.
The active call is held
2. From the Dialer, press **Blind**, and place a call to the person you want to transfer the call to. If you don't see **Blind**, press **More**, and then **Blind**. The call automatically transfers to the person you specified.

Transfer a Call Directly to Someone's Voicemail

A direct dial prefix is required for this mode of transfer. The default for direct dial is "***99**".

1. Press the Transfer key.
2. From the Dialer, press **Blind**, and place a call to the person you want to transfer the call to. If you don't see **Blind**, press **More**, and then **Blind**. The call automatically transfers to the person you specified.
3. Enter the *99.
4. Enter the extension number.
5. Press send to send the call to voicemail

Intercom

Intercom is two-way audio and allows you to communicate with one other person.

Dial *8 and the extension you want to intercom with.

The other party must press 0 to unmute. After pressing "0" you can now begin conversing with the other party.

Follow Me

This feature needs to be set up on web portal before activating this feature.

To activate this feature press *21. All calls that are directed to your extension will be forwarded to the desired phone number set in the web portal.

To deactivate this feature press *21.

Call Forward

1. Press *72 to activate call forward.
2. Press Send
3. The system will prompt you to enter phone number. Enter phone number and press send.

Press *73 to deactivate call forward.

Savecom User Guide

Eavesdrop

Press *33

Enter the extension number you would like to eavesdrop and press send.

Enter system pin code, followed by #.

(Please contact Savecom support for your pin number)

Press 1 to talk to other party

Press 2 to talk to the extension only

Press 3 to join in

Call Privacy

To block your outbound call ID press *67 followed by the phone number

Do Not Disturb


To activate this feature press *78

To deactivate this feature press *79

Voicemail

To check your voicemail, call your extension and enter your password.

- OR

1. Press  , and select **Message Center**. Or, from Home view, select **Messages**, and select **Message Center**.
2. If multiple lines are configured on your phone, the Line Select screen displays. Use the up and down arrow keys to select the line that has the message.
3. From the Messages screen, press **Connect** and follow the prompts.

Viewing Recent Calls



To view your Recent Received Calls list:

Press the left key on the navigation key

To view your Recent Placed Calls List:

Press the right key on the navigation key.

To view your Recent Missed Calls List:

Press the bottom key on the navigation key.

Park Calls

Park buttons can be added by Savecom Support as needed.

Parking a call

While on the call, press the park button.

Picking up a Parked Call

Press the park button.

