



# MASERGY

Performance Beyond Expectations

## Quick Guide for Kirk DECT Wireless Handsets

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# Quick Guide Content



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## Orientation

This cordless solution is very easy to use with a little training. You can do many of the functions that are available on a full desktop phone utilizing feature access codes (FAC.) and R key.

For Initial setup help, see the Broadcore document Kirk DECT wireless Setup and Installation.

There are 5 phone models. They are all similar. The differences will be listed here.

### Kirk Wireless 2010 Handset



### Key

1. Up/Down Volume
2. Answer/Transfer
3. Speakerphone/Redial
4. Microphone
5. Base Microphone
6. Mute
7. Hang up

### Details:

- Use the R key for transfer and three way calling.
- This phone is for an office environment
- The display is black and white with 3 lines of text.
- There is a speakerphone
- You can use a wired headset

## KIRK 4020/4040

The KIRK 4020/4040 is a robust, well designed and full feature handset. It meets demands for free mobility and is built for longterm dependability in harsh environments. In order to meet special requirements for e.g. hygiene, the KIRK 4040 handset is IP 54 classified meaning that it is dust-protected and protected against splashing water.



- Display color 8 lines
- Office hospitality
- Speakerphone
- Vibrate alert
- Wired headset
- Large, multi-level facilities
- 24/7 activities
- Indoor/outdoor
- Rugged concrete and marble
- Rugged and shock-resistant
- Optimal battery usage
- CLIP (40 caller-ID presentations)<sup>1</sup>
- Date and time in Display
- Internal/external ring pattern
- Text messaging - stores 20 messages of max. 72 characters per message<sup>2</sup>
- Call list of incoming/missed/received

## KIRK 5020/5040

The KIRK 5040 Black/5040 Grey



- Display color 8 lines
- Office hospitality
- Speakerphone
- Vibrate alert
- Bluetooth headset
- Large, multi-level facilities
- 24/7 activities
- Indoor/outdoor
- Rugged concrete and marble
- Rugged and shock-resistant
- Optimal battery usage
- CLIP (40 caller-ID presentations)<sup>1</sup>
- Date and time in Display
- Internal/external ring pattern
- Text messaging - stores 20 messages of max. 72 characters per message
- Call list of incoming/missed/received

## Usage

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### Answering the Phone

#### To Answer a call:

- Press answer button.

#### To Answer a second call:

- While on a call, you will hear a call waiting tone.
- Press the Flash button to answer.

This will put the first call on hold automatically.

- To go back to the first call:
  - Press the Flash button again.

#### To put a Call on Hold

- Press the Flash button.

It is a good idea to utilize park instead of hold. (see below.)

### Voicemail

- Ask your system administrator to be sure the voicemail is enabled, to get the voice mail portal # and default password.
- For more information, see [www.broadcore.com](http://www.broadcore.com) Support page for more information.
- The first time you call your voicemail, you need to set up a new passcode and record your spoken name. Simply follow the prompts.
- You'll know you have a message if your message light is blinking (subject to phone settings.)

### To Check voicemail messages

#### • From your phone:

- Press Talk
- Press \*62#
- Enter your passcode and press #.
- If you do not listen to and save or delete all messages, the light will not be automatically disabled.

#### • From any phone:

- Dial the voice portal telephone number.
- Press \*.
- Enter your extension, passcode and press #.

**Note:** To clear the message waiting indicator, Press Talk, \*99#.

### Transfer a Call (ANNOUNCED)

- To Transfer a call, while on the phone:
  - Press the Flash key.
  - Dial the extension or phone number you want to transfer the call to
  - If needed, press # after the digits.
  - When the second party answers, tell them who is on the line.
  - Press the End key to connect the two parties.
  - If they do not want the call, wait for them to hang up. Press Flash to return to speak to the caller. If you do not wait you will connect everyone together.

**Note:** An announced transfer is recommended when transferring to a mobile phone. A blind transfer can sometimes go directly to mobile voice mail.

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## Transfer a Call (BLIND-NOT ANNOUNCED)

- **To Blind Transfer a call, while on the phone:**
  - Press the Flash key.
  - Press the extension or phone number you want to transfer the call to
  - If needed, press # after the digits.
  - Press the End key.
- **To Transfer a call directly to a Voicemail while on a call:**
  - Press the Flash key.
  - Press \*55
  - Press the extension you want to transfer the call to
  - Press #.
  - Press the End key.

## Conference Call (Three-Way Calling)

- **To Make a 3-Way Call:**
  - Dial the first number or receive first call
  - Press the Flash Key. The first call is automatically put on hold. You get a dial tone.
  - Dial the second number, if needed press #.
  - Once the second caller has answered, Press the Flash key again and everyone is together on a Three Way Call.

When you press End the other two calls will remain connected.

## Call Park

Call Park is a “non-exclusive Hold” It puts a call on hold that can be picked up anywhere at the company. (Not a transfer) A call can be parked by anyone at any extension and then the call picked up from any extension. Once a call has been parked your phone is free for other calls. You should have overhead paging to utilize Call Park most efficiently. Only one call can be parked at any extension. If the parked call has not been picked up after a set period of time, the call will ring back to the phone where the call was answered and parked from. This timer can be set by your group administrator.

While on the call you want to park

- Press the Flash key.
- Press \*68#.
- Dial the Extension (of the person the call is for.)
- Press #, hang up.
- Instant Message or Page the person on overhead paging to let them know there is call parked at their extension.

## Park Pick-up

- To pick up any call parked at any extension.
  - Press the Talk button.
  - Press \*88#
  - Enter the extension where the call was parked.
  - Press #.

## Shared Call Appearance Special Usage

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If you plan to use your cordless phone in conjunction with your Polycom phone, you'll need special setup and licensing from Masergy.

The cordless phone works the same as above. If you'd like to switch between lines use the Pull softkey or dial \*11.

### Troubleshooting

- Register the handset
  - Periodically, the phone may require a user reboot.
  - Reasons for this include accepting a new configuration or new software upgrade.
- Unplugging and re-plugging in the power to your phone is NOT a reboot for this setup. You must unplug the power to the silver Linksys box. Wait ten seconds and then plug in the power supply again.

**Note:** The reboot process is complete when three or four lights blink blue or green.

It is normal to see red lights on the ATA during a reboot process. If you have red lights on the ATA after 30 seconds, please contact customer service.